



▶ Polycom® SoundPoint® IP 450  
Phone User Guide

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# Introduction

## About This Guide

The Polycom® SoundPoint® IP 450 User Guide provides instructions for using your SoundPoint IP 450 phone. It will help you understand the phone's features and help you perform the following tasks:

- Perform basic tasks like placing and answering calls.
- Perform advanced tasks like using paging and locking your phone.
- Troubleshoot common phone issues.

## Who Should Read This Guide?

Phone users should read this guide to learn how to use their SoundPoint IP 450 phone. System administrators should read this guide to learn about the SoundPoint IP 450 phone-specific features.

This guide describes user-level tasks.

## How This Guide is Organized

This guide is organized into five chapters as follows:

Chapter 1, "Getting Started with Your Phone", introduces the SoundPoint IP 450 phone, running the Polycom UC 4.0.0 Software.

In Chapter 2, "Using the Basic Features of Your Phone", you learn how to place and answer calls, hold and resume active calls, set up conference calls, transfer calls, and work with call lists, the contact directory, and the corporate directory. You also learn to manage speed dials and access voicemail.

In Chapter 3, "Using the Advanced Features of Your Phone", you learn how to use buddy lists and broadcast messages, and how to update your phone's configuration.

Chapter 4, “Customizing the Phone Display”, provides instructions on how to make basic changes to the phone’s display.




Chapter 5, “Troubleshooting Your Phone”, explains error messages and what to do if you have issues with your phone.

## What’s New in This Guide?

The content in this guide has been reworked to make it more accessible and to provide more information to end users who are new to using the SoundPoint IP 450 phone.

## Conventions Used in This Guide

Theses icons are used in the guide:

	<b>Note</b>	This alert points to tips that may provide additional information about a concept or procedure.
	<b>Warning</b>	This alert highlights information that you need to know to keep the phone running correctly.
	<b>Caution</b>	This alert warns you of instances where an instruction or procedure, if not followed exactly, could result in significant problems with your phone.

These typographic conventions are used in this guide:

<b>Bold</b>	This convention highlights interface items like menus, soft keys, filenames, and directories.
<i>Italics</i>	This convention is used for documents that are available from the Polycom Support Web site.
<a href="#">Blue</a>	This convention is used for URLs.
Fixed-width font	This convention is used for code fragments and parameter names.

These writing conventions are used in this guide:

<installed-dir>	This convention indicates that you must enter information specific to your installation. For example, when <installed-dir> appears, enter the path to your installation directory.
>	This convention indicates that you must select an item from a menu. For example, <b>Settings &gt; Basic &gt; Preferences</b> .

## Recommended References

You can find all referenced Technical Notifications on the Polycom Support Web site at

[http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint\\_ip/VoIP\\_Technical\\_Bulletins\\_pub.html](http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html) .

You can find all Polycom phone documentation on the Polycom Support Web site at

<http://support.polycom.com/PolycomService/support/us/support/voice/index.html> .

## Getting Help and Support

The following related documents for SoundPoint IP 450 are available:

- Quick Start Guides, which describe how to assemble phones
- Quick User Guides, which describe the basic phone features
- User Guides, which describe both basic and advanced phone features
- Technical Notifications, which describe workarounds to existing issues and provide expanded descriptions and examples

For support or service, please contact your Polycom reseller or go to Polycom Technical Support at <http://support.polycom.com/> .

Polycom recommends that you record the phone model numbers, software, and partner platform for future reference.

Phone models: \_\_\_\_\_

UC Software version: \_\_\_\_\_

Partner Platform: \_\_\_\_\_

## Customer Feedback

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# Getting Started with Your Phone

This chapter includes overview information that you may find helpful when you're just starting to learn about your Polycom® SoundPoint® IP 450 desktop phone or when you have experience, but need a quick refresher.



Certain phone settings are configurable by your system administrator and may not be available on your phone.

The SoundPoint IP 450 provides a powerful, yet flexible IP communications solution, delivering excellent voice quality. The high-resolution colorgraphic display supplies content for call information, multiple languages, directory access, and system status. The SoundPoint IP 450 supports advanced functionality, including multiple call and flexible line appearances, HTTPS secure provisioning, simplified configuration, presence, custom ring tones, local conferencing, applications, and Polycom® HD™ Voice technology.

For the package parts list and instructions on how to assemble your phone, refer to the *SoundPoint IP 450 Quick Start Guide*.

Topics in this chapter include:

- [Introducing Phone Components](#)
- [What Displays on the Screen?](#)
- [Navigating Menus and Entering Data](#)
- [Registering Your Phone](#)
- [Troubleshooting Phone Issues](#)
- [Using the Polycom Web Configuration Utility](#)

To customize your phone, refer to [Customizing Your Phone](#) on page 1. To read about the phone's basic features, refer to [Using the Basic Features of Your Phone](#) on page 9. To read the phone's advanced features, refer to [Using the Advanced Features of Your Phone](#) on page 53.

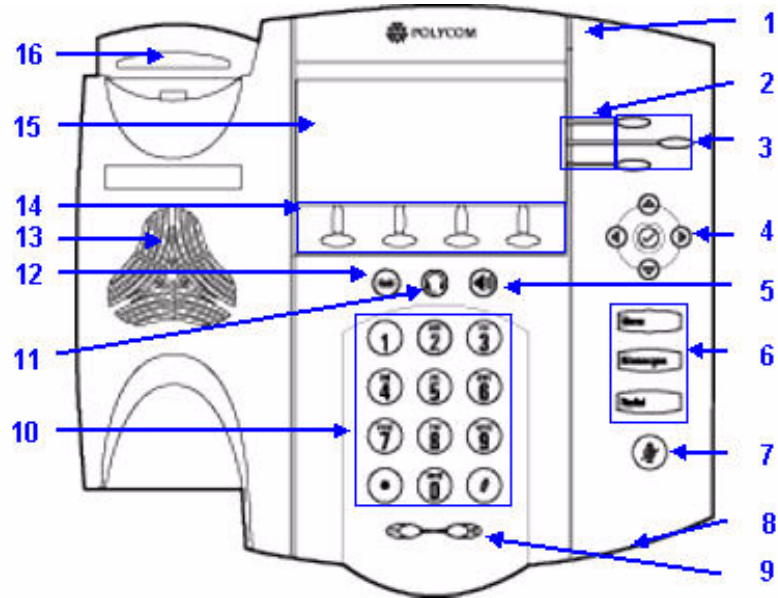
If you require additional information or assistance with your new phone, contact your system administrator.




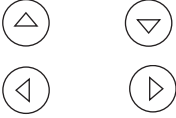









For information on supported headsets, go to [http://www.polycom.com/support/voice/soundpoint\\_ip/VoIP\\_Technical\\_Bulletins\\_public.html](http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_public.html) and look for “Technical Bulletin 37477: Headset Compatibility List”.

## Introducing Phone Components

The following figure shows the phone’s primary hardware features.



	Item	Description
1	Message Waiting Indicator	Alert for voice and text (instant) messages.
2	Line Indicators	Individual multi-color LEDs display the dynamic call state and remote user status (busy lamp field (BLF) and presence). The mapping is: <ul style="list-style-type: none"> <li>• Solid green—Indicating an active call is in progress.</li> <li>• Fast flashing green—Indicating that there is an incoming (ringing) call.</li> <li>• Flashing green—Indicating that the call is held by the other party.</li> <li>• Flashing red—Indicating that the call is on hold.</li> <li>• Solid red—Indicating that the line is busy remotely (shared lines)</li> </ul>

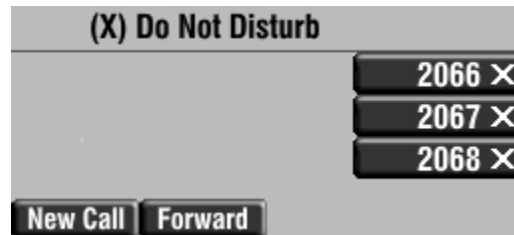
	Item	Description
3	Line/Speed Dial Key 	Use these keys to activate up to three lines or speed dials that can be assigned to your phone.
4	Arrow Keys 	Scroll through displayed information or options.
		Select a field of displayed data.
5	Speakerphone 	Allows for handsfree communication during calls.
6	Feature Keys	Access important features using these keys.
		Access local and global features.
		Access and manage text and voice messages.
		Dials most recently dialed party.
7	Microphone Mute 	Mutes audio transmission locally during calls and conferences.
8	Handsfree Microphone	Picks up audio during handsfree calls. Place your phone on a hard, flat surface for best results.
9	Volume Keys 	Adjusts the volume of the handset, headset, speaker, and ringer.
10	Dial Pad	Provides the 10 digits, the alphabetic characters, and special characters available in context-sensitive applications.
11	Headset 	Allows you to place and receive calls through an optionally connected headset.
12	Hold 	Holds an active call or resumes a held call.
13	Speaker	For ringer and hands-free audio output.
14	Soft Keys	These keys are automatically labeled to identify their context-sensitive functions.

	Item	Description
15	Screen	<p>Shows information about calls, messages, soft keys, time, date, and other relevant data.</p> <ul style="list-style-type: none"> <li>• Caller display information—first party, second party, number of calls</li> <li>• Information status line</li> <li>• Popup text (for example, network errors)</li> <li>• Do Not Disturb text</li> <li>• Missed call text or second incoming caller display</li> <li>• Prompt text (for example, “Enter number”)</li> <li>• Time and date text (if home screen is not used for time/date display)</li> </ul> <p>Associated line icons are described in the following table.</p>
16	Hookswitch	

## What Displays on the Screen?

Your phone displays information about calls, messages, soft keys, time, date, and other relevant data.













Important messages appear on the home screen through an animated scrolling list, which has precedence over the home screen. The following figure shows one such messages. The messages continuously scroll on the screen’s top line.



The background and key colors that appear on your SoundPoint IP 450 phone may differ from what appears in this user guide.








## Phone Icons

The following list describes the icons that display on the screen.

Icon	Description
	Registered line (solid)
	Registered shared line
	Unregistered line (outline)
	Voice mail/Text messages
	Speed dial
	Ringing
	Call in progress with HD Voice
	Call in progress
	Call Forward
	Do Not Disturb
	Conference
	Presence/Busy Lamp Field (BLF)

## Navigating Menus and Entering Data

To navigate menus and enter data, use these useful tips.

If you want to...	Then do this...
Enter the main menu	Press 
Exit a menu to the home screen	Press 
Return to the previous menu	Press  or the <b>Back</b> soft key
Scroll through lists and menus	Press/Hold  or 
Scroll through pages	Press * to Page Up and # to Page Down.
Select a menu item	Highlight the item and press  or  Press the dial pad key that corresponds to the number menu list (Press <b>2</b> for the second menu item)
View additional soft keys	Press the <b>More</b> soft key
Enter numbers	Press the dial pad key with the corresponding number.
Enter text	Press the dialpad keys one or more times. To enter 'A', press <1> once. To enter 'C', press <1> twice quickly.
Enter lower or upper case characters, or numbers.	Press the <b>1/A/a</b> soft key one or more times to select upper/lower case alphanumeric mode or numeric mode (visible in the status bar). Then use the dial pad to enter numbers or text as you normally would.
Enter special characters	Press *, #, <1>, <0> one or more times quickly in alphanumeric mode. Press * or # once or twice quickly in numeric mode. To enter a space, press <0> three times quickly in alpha mode.
Enter an IP address or URL	Press a dial pad key once for numbers and one to four more times quickly for letters.
Change the character set	Press the <b>Encoding</b> soft key to select the character set (shown in the title bar) for the text being entered.
Delete characters you entered	Press the << soft key



If you want to...	Then do this...
Enable or disable fields	Toggle 
Enable or disable menu items	Press 



After 40seconds of inactivity, the menu system automatically exits to the home screen unless an edit session is in progress.

## Registering Your Phone

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, it will be registered and ready to use.

If your phone is not part of a large deployment, it may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it. For detailed information on how to register your phone after you install it, refer to *Quick Tip 44011: Registering Standalone Polycom Phones* at

[http://www.polycom.com/usa/en/support/voice/soundpoint\\_ip/VoIP\\_Technical\\_Bulletins\\_pub.html](http://www.polycom.com/usa/en/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html).

## Troubleshooting Phone Issues

If your phone is unable to operate or perform certain tasks, a warning icon will display.



Press the **Menu** Key, then select **Status > Diagnostics > Warnings**. You can press the **Details** soft key to obtain detailed information about the phone issue.

Press the **ClrIcon** soft key to remove the Warnings icon. If you clear the icon, you can still access the warnings from the list.

See [Troubleshooting Your Phone](#) on page 83.

## Using the Polycom Web Configuration Utility

This user guide explains how to update phone settings from your phone, using your phone's menu system. If you want, you can update these settings remotely with the Polycom Web Configuration Utility.

The phone's Web Configuration Utility enables you to view and configure phone behavior from a computer using any compatible Web browser. The utility provides a browser-friendly view of your phone's current settings. Using the utility, you can perform the same updates from your computer that you can perform using your phone's menu system.

You can access the utility using any compatible Web browser. Before you begin, you'll need to know the IP address of your phone, and the user name and password login credentials of the phone user or the phone administrator.



For detailed information on accessing, navigating, and using the utility, see the *Polycom Web Configuration Utility User Guide*, available from the [Technical Bulletins Support](#) page.

### To access the Web Configuration Utility for your phone:

- 1 Launch the compatible Web browser from a computer on the same network as your phone. The supported browsers are:
  - Microsoft Internet Explorer (version 7.0 and higher)
  - Mozilla Firefox (version 3.0.X and higher)
  - Apple Safari (version 5 and higher)
  - Google Chrome
- 2 In the Address Bar of your Web Browser, enter the IP address of your phone.

The IP address is four sets of numbers separated by periods. For example, if your phone's IP address is 123.22.3.4, enter **123.22.3.4** in the address bar.
- 3 Press the **Enter** key.
- 4 From the Web Configuration Utility login screen, select **User**, and then enter the User password.



The factory default password for a User is **123**

- 5 Click **Submit**.

The Web Configuration Utility Home screen is displayed.

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# Using the Basic Features of Your Phone

Your Polycom® SoundPoint® IP 450 phone is designed to be used like a regular phone on a public switched telephone network (PSTN). You can place a call, transfer a call to someone else, or conduct a conference call.

At any time, at most one active call may be in progress on your phone. The active call is the one that has audio associated with it. There may be multiple other calls on hold in an 'Incoming call' or 'Ringing' state.

This chapter shows you how to use the basic features on your SoundPoint IP 450 phone. The topics include:

- [Placing Calls](#)
- [Answering Calls](#)
- [Ending Calls](#)
- [Using a Headset](#)
- [Redialing Numbers](#)
- [Placing Calls on Hold](#)
- [Transferring Calls](#)
- [Hosting Conference Calls](#)
- [Forwarding Calls](#)
- [Enabling Do Not Disturb](#)
- [Managing Incoming Calls](#)
- [Using Call Lists](#)
- [Using Your Contact Directory](#)
- [Using Your Corporate Directory](#)
- [Managing Speed Dials](#)
- [Using Voice Mail](#)
- [Using Multiple and Shared Lines](#)

- [Locking and Unlocking the Phone](#)
- [Logging Into Phones](#)

To read about the phone's advanced features, see [Using the Advanced Features of Your Phone](#) on page 53. To customize your phone, see [Customizing Your Phone](#) on page 73.

If you require additional information or assistance with your new phone, contact your system administrator.



## Placing Calls



You can place a call using your SoundPoint IP 450 phone over the handset, speakerphone, or headset.

You can dial the number first, and then choose the method you will use to speak to the other party.

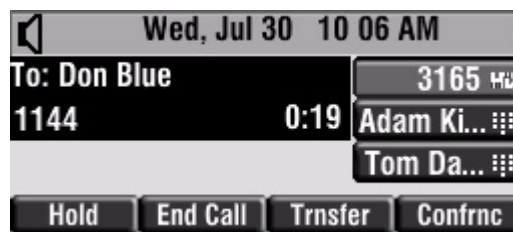
You can also search the call lists, the local contact directory or the corporate directory and dial from the search results page. For more information, see [Using Call Lists](#) on page 32 and [Using Your Contact Directory](#) on page 33.

You can place a call from your buddy list or privacy list if enabled. For more information on buddy and privacy lists, see [Calling Your Buddies](#) on page 59.

During a call, you can alternate between Speakerphone Hands-Free, Headset, or Handset modes by pressing the  or  keys, or picking up the handset.

The name of the called party is displayed in the active window on the call screen. If it is too long to fit on the screen, you can press  and  to scroll horizontally to view the full name.

The call duration of active calls is also visible on the call screen. In the figure below, the call to Don Blue has currently lasted 19 seconds.



**To place a call using the handset:**

>> Do the following steps in any order:

- Pick up the handset.
- Dial the number using the dial pad.




You can also dial using the SIP URL or IP address. To obtain the IP address of your phone, press the **Menu** key, and then select **Status > Platform > Phone**. The IP address is listed together with other phone information. The maximum URL or IP address length is 32 characters. For example, 10.3.0.42, sip:jane@polycom.com. Press the **URL** soft key and enter the URL or IP address. Use \* for "." and # for "@". Then press the **Send** soft key to complete the call.

Your phone may not support SIP URL or IP address dialing. Contact your system administrator.

**To place a call using Handsfree Speakerphone mode:**

If the Handsfree mode disabled message displays on the screen after you press the speakerphone key, your system administrator has disabled the speakerphone on your phone.

>> Do one of the following:

- With the handset on-hook, press , or the **New Call** soft key to obtain a dial tone.


Dial the number using the dial pad.


- With the handset on-hook, dial the number using the dial pad.

Press , or the **Dial** soft key.

**To place a call using the headset:**


>> Do one of the following:

- With the optional headset connected, press  or the **New Call** soft key to obtain dial tone.

Press .

Dial the desired number using the dial pad.

- With the optional headset connected, dial the desired number using the dial pad.

Press  .



To permanently enable your headset, see [Changing the Ring Type](#) on page 77.

## Answering Calls

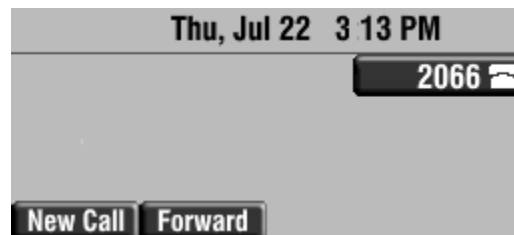
When you receive an incoming call, the phone rings (if enabled) and shows the identification of the caller on the display. If the caller's name is too long to fit on the screen, it will automatically scroll horizontally across the display. In the figure below, Alexander Smithson-Reid's full name will scroll across the display.



When you are not in another call, you can answer a call using the handset, the speakerphone, or the headset(if enabled).

The steps for answering an incoming call when you are in another call are different if your phone is configured for:

- A single Line Key per line



- Multiple Line Keys per line



If your phone is configured with multiple call appearances, see [Supporting Multiple Call Appearances](#) on page 43 for instructions on how to answer a call.



You can ignore incoming calls by pressing the **Reject** soft key (for private lines) or the **Silence** soft key (for shared lines) or the **Do Not Disturb** key. The Do Not Disturb mode stays active when the call ends and remains active until you press the **Do Not Disturb** key again.

You can forward incoming calls by pressing the **Forward** soft key. For more information, see [Using Dynamic Forwarding](#) on page 28.

When your phone is configured with a silent ring, press the ringing Line key or the **Answer** soft key to answer the call. By default, if your handset is off-hook, the call is routed to it. If your handset is on-hook, the call is routed to the speaker.

### Answering When Not in Another Call

In all cases, the active call will appear on the screen showing call duration and destination.

#### To answer a call using the handset:



>> Pick up the handset.

#### To answer a call using Hands-Free Speakerphone mode:





If 'Handsfree mode disabled' displays on the screen after you press the speakerphone key, your system administrator has disabled the speakerphone on your phone.

>> Do one of the following:

- Press .
- With the handset on-hook, press  (next to the flashing green status indicator).
- Press the **Answer** soft key.

### To answer a call using the headset:

>> Press .

If Headset Memory Mode is activated, press  or the **Answer** soft key.

### Answering When in Another Call

If you have an active call, and an incoming call arrives on the same line, do one of the following:

- If your phone is configured for a single Line Key per line:
  - You may hear a call waiting tone, and you will see the second call appearance. Caller information for the incoming call displays on the screen.
- If your phone is configured for multiple Line Keys per line:
  - You may hear a call waiting tone, the second Line Key indicator fast flashes green, and an incoming call icon displays. Caller information for the second Line Key displays on the bottom line of the screen.
- If your phone is configured for shared lines:
  - You may hear a call waiting tone, the second Line Key indicator will fast flash green, and an incoming call icon displays on the second Line Key.



If your phone is configured for shared lines, the **Reject** soft-key is replaced by a **Silence** soft key and there is no **Forward** soft-key. To stop the incoming call from ringing, press the **Silence** soft key.

### To answer an incoming call on a line configured for a single Line Key:

>> Do one of the following:

- Press  or the **Hold** soft key to place the original call on hold.

The incoming call is highlighted. Press the **Answer** soft key to answer it.

- Scroll down to access the new call.

Press the **Answer** soft key.

The original call is placed on hold.



You can forward incoming calls by pressing the **Forward** soft key. For more information, see [Using Dynamic Forwarding](#) on page 28.




**To answer an incoming call on a line configured for multiple Line Keys:**

>> Do one of the following:

- Press  next the flashing green indicator.


The first call is placed on hold and the second call become the active call.

- Press  or the **Hold** soft key to place the original call on hold.  
Press the **Answer** soft key.



You can forward incoming calls by pressing the **Forward** soft key. For more information, see [Using Dynamic Forwarding](#) on page 28.

**To answer an incoming call on a shared line:**




1. Answer the incoming call.
2. Press  or the **Hold** soft key.

Anyone on another phone configured to use the same shared line may take the call by selecting the Line Key associated with the call on hold (represented by a flashing red LED).

## Ending Calls

**To end a call:**

>> Do one of the following:

- If you are using the handset, press the **EndCall** soft key or replace the handset.
- If you are using a headset, press .
- If your are using the speakerphone, press .
- Press the line key associated with the call (if this behaviour has been configured by your system administrator)
- Press the  of the active call (if enabled by your system administrator).

## Using a Headset

If you use a headset, you can set up your phone so that all calls use your headset. You can also use the hookswitch button on your headset to place, answer, and end calls.




If headsets are deployed in high static environments where users frequently disconnect and re-connect the headset to the phone, it is possible that the phone can be damaged by electrostatic discharge (ESD).

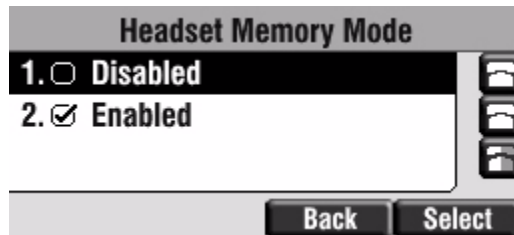
You should take precautions to avoid excessive static buildup in your environment. This can include humidity control and removal of synthetic materials near the phone location. Antistatic spray applied to carpets in the workplace can reduce the level of static buildup.

## Enabling Headset Memory Mode

This feature is especially useful for permanent or full-time headset users.

### To enable Headset Memory Mode:

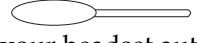
- 1 Press .
- 2 Select **Settings > Basic > Preferences > Headset > Headset Memory**
- 3 Scroll to select **Enabled**, and then press the **Select** soft key.



Repeat steps 1 to 4 to select Disabled and turn Headset Memory Mode off.

### To activate Headset Memory Mode:

- >> Press  twice.

The flashing headset icon on the screen or a flashing headset key indicates that the headset mode is activated. Pressing  or the **Answer** soft key to receive a call will now connect to your headset automatically.


## Using Electronic Hookswitch

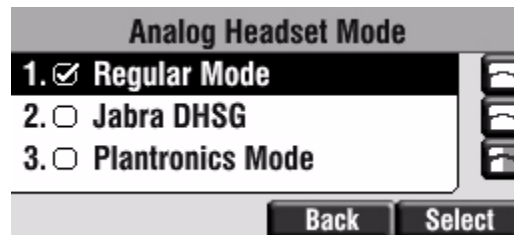
This feature allows you to answer your phone from your headset if you are using one.



For information on supported headsets to provide electronic hookswitch features for placing, answering, and ending calls, go to [www.polycom.com/support/voice](http://www.polycom.com/support/voice) and enter "Headset Compatibility List" in the Knowledge Base text box or contact your system administrator.

### To select a headset that supports electronic hookswitch:

- 1 Press .
- 2 Select **Settings > Basic > Preferences > Headset > Analog Headset Mode**.
- 3 Scroll to select your headset, and then press the **Select** soft key.

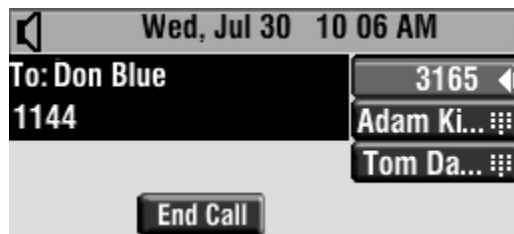


## Redialing Numbers

### To redial the last call placed from your phone:


- >> Press .

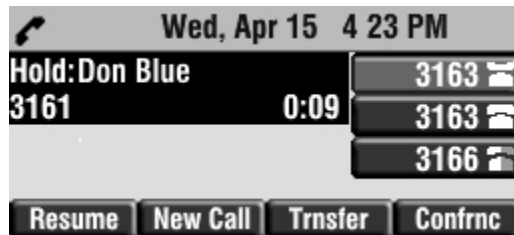
A call to your last placed call is attempted.




To redial a previously placed call, see [Using Call Lists](#) on page 32.

## Placing Calls on Hold

During a call, press  or the **Hold** soft key. The hold icon will display on the line key label.





Press  again or the **Resume** soft key to retrieve the call. The registered line icon displays as the line indicator.



The Hold feature typically generates music or a beeping tone. Therefore, avoid putting a conference call on hold. Use the mute button instead.

## Multiple Calls on Hold

If multiple calls are on hold on a single Line Key, use  and  to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.



If more than two calls are on hold on a single Line Key, an indication displays on the screen, for example "2/3", indicating that this is the second call out of three calls.

If calls are on hold on more than one Line Key, you can view the details of the calls on any Line Key by pressing and holding the Line Key for more than two seconds. If a Line Key is depressed for less than one second, the first call on hold on that Line Key will be retrieved.

## Hosting Conference Calls

You can create a conference with other parties using the phone's local conference feature. You can create a conference at any time between an active call and a call on hold (on the same or another line) by pressing the **Join** soft key. The conference management feature allows you to view all parties in a conference call. From the Manage Conference page, you can add, hold, remove, and mute specific conference participants.



The conference management feature is an optional feature and may not be supported on your particular system. For more information, contact your system administrator.

This section provides the following step-by-step instructions:

- [Setting Up Conference Calls](#)
- [Managing Conference Calls](#)
- [Adding Parties to Conference Calls](#)
- [Joining Conferences](#)
- [Splitting Conference Calls](#)
- [Ending Conference Calls](#)

## Setting Up Conference Calls

### To set up a conference call:

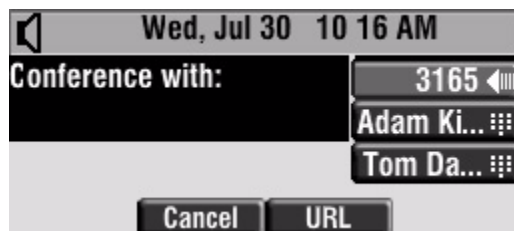
- 1 Call the first party.



You can either dial the phone number directly or search for the number in the Contact Directory or Call Lists. For more information, see [Placing Calls](#) on page 10, [Searching for Contacts](#) on page 37, or [Using Call Lists](#) on page 32.

- 2 Press the **Confrnc** soft key to create a new call.

The active call is placed on hold.





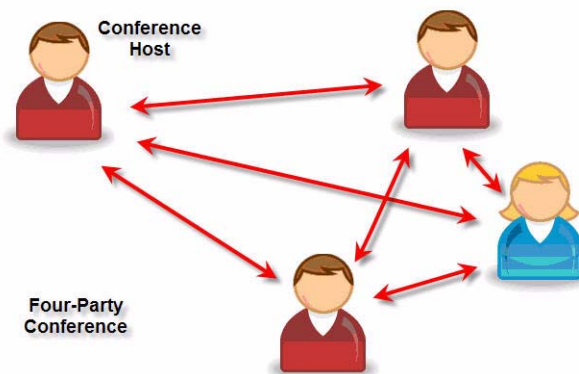
If configured for single key-press conferences, all conference participants hear the dial tone and ringback when the conference host places a call to a new party.

- 3 Call the second party.
- 4 When the second party answers, press the **More** soft key, and then the **Confrnc** soft key again to join all parties in the conference.



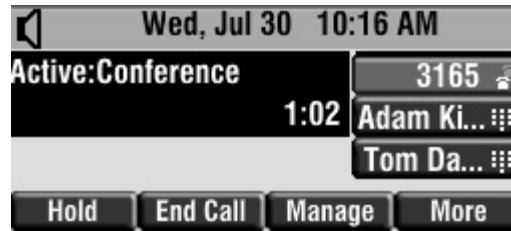
If configured for single key-press conferences, you do not need to press the **Confrnc** soft key again.

- 5 Press **Confrnc** soft key to add another party to the conference.  
The first and second party are put on hold.
- 6 Call the third party.
- 7 After the third party answers, press the **More** soft key, and then the **Confrnc** soft key again to join all parties in the conference.  
A conference similar to this one will now exist.



## Managing Conference Calls

You are currently in a conference call. The screen, like the one shown below, is displayed on your phone.



### To manage a conference call:

- 1 Press the **Manage** soft key.

The Manage Conference page displays.



- 2 Do one of the following:

- To add a new party, press the **Add** soft key.

Call another party as you would using the **Confrnc** soft key (outside the conference management feature). The other parties are put on hold.

After the new party answers, press the **More** soft key, and then the **Confrnc** soft key again to join all parties in the conference.




The **Add** soft key displays only if you can add more parties to the conference call. Your system administrator determines the maximum number of conference participants. The default number is three. For more information, contact your system administrator.

- To mute a party, select the party, then press the **Far Mute** soft key.



The muted party can hear all parties, but no party can hear the muted party.


If you press  instead of the **Far Mute** soft key, all other parties can hear each other, but they cannot hear you.

Press the **UnMute** soft key to un-mute the party.

- To place a party on hold, select the party, and then press the **Hold** soft key.

The held party cannot hear any parties and no party can hear the held party.

Press the **Resume** soft key to return the party to the conference.

If the held party presses  on their phone, the party will remain on hold within the conference even if you press the **Resume** soft key.

- To remove a party from the conference, press the **Remove** soft key.

The party is removed from the conference. To return the party to the conference, press the **Add** soft key (see the first optional step above).

- To perform other actions, press the **More** soft key.

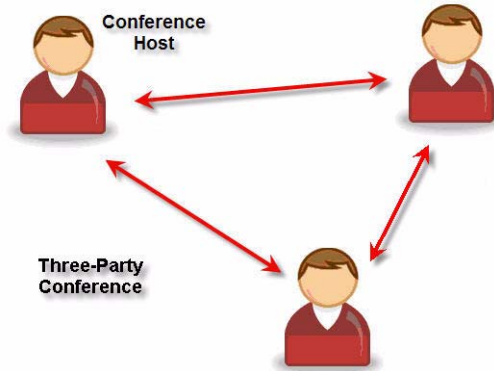
Press the **Info** soft key to view more information about the selected party.

Press the **Back** soft key to exit the conference management feature.




## Adding Parties to Conference Calls

You are currently hosting a conference call between a number of parties.



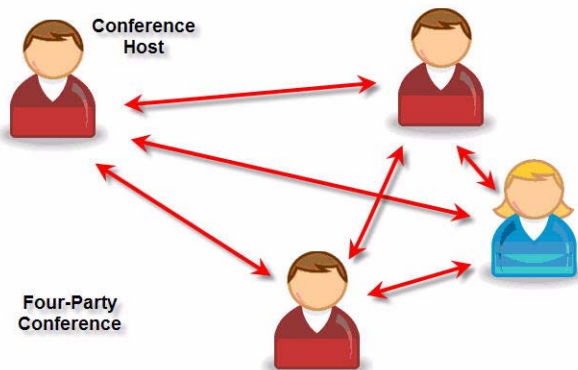
### To add a party to a conference call using the Join soft key:

- 1 From the Manage Conference page, press  or the **Hold** soft key.  
The other parties in the conference call are placed on hold.



If configured for local conference hold, the other parties in the conference call can continue to speak with each other while you place the new call.

- 2 Press the **New Call** soft key.
- 3 Place a call to a new party.
- 4 After the new party answers, press the **Join** soft key.  
All parties in the conference call can now hear each other.



## Joining Conferences

### To join two conferences:

Previously you set up two separate calls. Only one conference can be active at a time.

>> From the either call (the one on hold or the active one), press the **Join** soft key.

Both calls are joined into a single three-way conference.

## Splitting Conference Calls

### To split a conference call:

>> From the Active Conference page, press the **More** soft key, and then the **Split** soft key to split the conference.

All calls are split into individual calls and put on hold.

## Ending Conference Calls

### To end a conference call:

>> From the Active Conference page, press the **End Call** soft key or hang up.

The other parties may or may not continue to be connected. The behavior after the conference host hangs up is configurable by your system administrator.

## Transferring Calls

A call can be transferred in one of three ways:

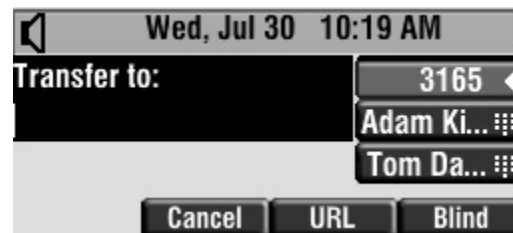
- Consultative transfer – The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
  - See [Performing a Consultative Transfer](#) on page 25.
- Blind transfer – The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.
  - See [Performing a Blind Transfer](#) on page 26.

- Attended transfer – The parties are automatically connected to each other after you exit the conference.
  - Set up a conference call and then end your participation. For more information, see [Hosting Conference Calls](#) on page 19.

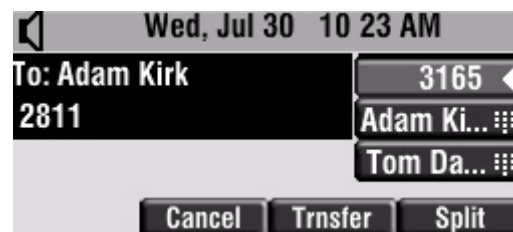
## Performing a Consultative Transfer

### To transfer a call:

- 1 During a call, press the **Transfer** soft key.  
The active call is placed on hold.



- 2 Do one of the following:
  - Enter the number to which you want to transfer the call.
  - See [Placing Calls](#) on page 10.
- 3 As soon as you hear the ring-back sound or after the party answers (and you speak to the party), press the **Transfer** soft key.



You can talk privately to the party to which you are transferring the call before the transfer is completed.

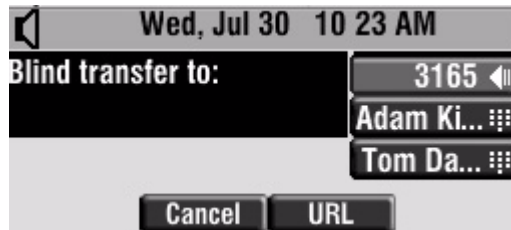
If you are using a handset, the transfer can be completed by putting the handset on the cradle.

You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

## Performing a Blind Transfer

### To perform a blind transfer:

- 1 During a call, press the **Transfer** soft key.
- 2 Press the **Blind** soft key.



- 3 Do one of the following steps:
  - Enter the number to which you want to transfer the call.
  - See [Placing Calls](#) on page 10.

At this point, the call is connected to the number to which you are transferring them.

## Forwarding Calls

You can configure your phone so that all incoming calls are forwarded to another party (see [Using Static Forwarding](#)). You can also forward calls while your phone rings (see [Using Dynamic Forwarding](#)).

You can forward all incoming calls to another party while Do Not Disturb is enabled on your phone. For more information, contact your system administrator.



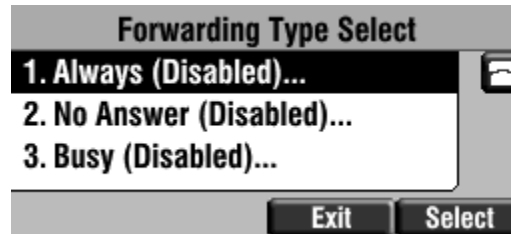
Call Forwarding is not available on shared lines.

This feature is local to the phone, and may be overridden by call server settings. For more information, contact your system administrator.

## Using Static Forwarding

To forward all incoming calls to another party:

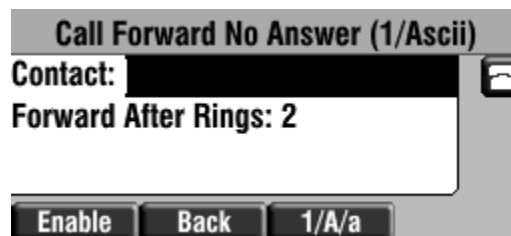
- 1 From the home screen, press the **Forward** soft key.



- 2 If multiple lines are configured on your phone, select the line to forward from the list using the arrow keys.
- 3 Scroll to select the forwarding type you want to change, and then press the **Select** soft key. The options are:
  - **Always** – To forward all incoming calls
  - **No Answer** – To forward unanswered incoming calls
  - **Busy** – To forward calls that arrive when you are already in a call
- 4 Depending on your selection:
  - a If you selected **Always**, enter a number to forward all future incoming calls to.



- b If you selected **No Answer**, enter a number to forward all unanswered incoming calls to and how many rings to wait before forwarding (one ring is approximately six seconds). A value of 2 is recommended.



- c If you selected **Busy**, enter a number to forward all future incoming calls to when you are already in another call.



You can also enter the SIP URL or IP address. For more information on using a SIP URL or IP address, see [Placing Calls](#) on page 10

- 5 Select the **Enable** soft key to confirm call forwarding.

A moving arrow displays on the line label to confirm call forwarding is enabled.

#### To disable call forwarding:

- 1 From the home screen, press the **Forward** soft key.
- 2 If multiple lines are configured on your phone, select the line to forward from the list using the arrow keys.
- 3 Scroll to select the forwarding type you want to change and then press the **Select** soft key.
- 4 Press the **Disable** soft key.

When the home screen return, the regular icon displays as the line indicator.

## Using Dynamic Forwarding

#### To forward an incoming call to another party:

- 1 When the phone rings, press the **Forward** soft key.
- 2 Enter a number to forward the incoming call to.
- 3 Press the **Enable** soft key.

The incoming call is forwarded to the other party. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain disabled.

## Enabling Do Not Disturb

To prevent the phone ringing (from incoming calls), you can select Do Not Disturb.



This feature is local to the phone, and may be overridden by call server settings. For more information, contact your system administrator.

### To enable Do Not Disturb:

>> Press , then select **Features > Do Not Disturb**.

A flashing icon and text on the screen indicate that Do Not Disturb is enabled.



Calls received while Do Not Disturb is enabled are logged in the Missed Calls list unless configured to be forwarded to another party by your system administrator.

### To disable Do Not Disturb:

>> Press , then select **Features > Do Not Disturb**.

## Multiple Lines and Do Not Disturb

If multiple lines are configured on your phone, Do Not Disturb can be set on a line-by-line basis from the menu using the arrow keys. For more information, contact your system administrator. When Do Not Disturb is enabled for a particular line, a flashing "X" displays beside the line indicator.

## Managing Incoming Calls

You can distinguish incoming calls by setting distinctive rings for contacts in your contact directory, sending particular calls directly to your voice mail, or transferring particular calls to another party.


## Distinguishing Calls

You can customize your phone so that you can distinguish different parties by ring type.



This feature is local to the phone, and may be overridden by your organization's settings. For more information, contact your system administrator.

### To set a distinctive ring type for a contact:

- 1 Press  .
- 2 Select **Features > Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **Edit** soft key, and then scroll down to the Ring Type field.



- 5 Press the **Left** and **Right** arrows to select the Ring Type.  
For more information, refer to [Changing the Ring Type](#) on page 77.
- 6 (Optional.) To remove an existing value, scroll to the blank entry.
- 7 Press the **Save** soft key.

## Rejecting Calls


You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail.



Calls on shared lines can only be silenced, they cannot be rejected.



**To send incoming calls from a contact directly to voice mail:**

- 1 Press .
- 2 Select **Features > Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **Edit** soft key, and then scroll down to the Auto Reject field.




- 5 Scroll to select Enabled.
- 6 Press the **Save** soft key.

## Diverting Calls

You can customize your phone so that incoming calls from a particular contact are transferred directly to a third party.

**To divert incoming calls from a particular contact:**

- 1 Press .
- 2 Select **Features > Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **Edit** soft key, and then scroll down to the Divert Contact field.




- 5 Enter the number of the party to whom you want to divert the call.
- 6 Scroll down to the Auto Divert field.
- 7 Scroll to select Enabled.

- 8 Press the **Save** soft key.

## Using Call Lists


Your phone maintains local lists of missed, received, and placed calls. Each list contains 100 entries.

Press , and then select **Features > Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**. The following shows a Placed Calls list.



Manage the call list by doing the following:

- To edit the phone number, press the **Edit** soft key.
- To return the call, press the **Dial** soft key.
- To view information about the call, press the **More** soft key followed by the **Info** soft key.
- To store the contact in the Contact Directory, press the **More** soft key followed by the **Save** soft key.
- To delete the call from list, press the **More** soft key followed by the **Clear** soft key.

Press  to return to the home screen.



Press the **Right** arrow key from the home screen to access the Placed Calls list. Press the **Left** arrow key from the home screen to access the Received Calls list. Press the **Down** arrow from the home screen to access the Missed Calls list. You can use these shortcuts while placing calls or performing transferring and conferencing functions.



You can manually clear all call lists by pressing the **Menu** key and then selecting **Features > Call Lists > Clear**. They are also automatically cleared when you restart the phone.

## Using Your Contact Directory

You can store a large number of contacts in your phone's local contact directory, accessible by pressing  and selecting **Features > Contact Directory**.

Contact your system administrator for the exact number.

You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.




You may have access to portions of your corporate directory through your phone. The contacts that you can see are determined by your system administrator. You can place calls to contacts in your corporate directory. You may be able to add contacts from the corporate directory to your local contact directory. For more information, see [Using Your Corporate Directory](#) on page 37.

## Adding Contacts

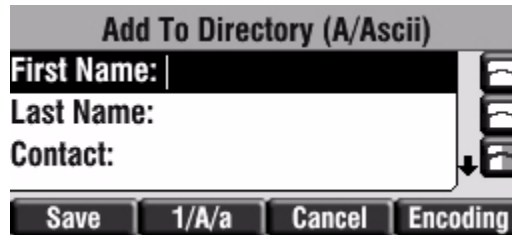
You can add contacts to your contact directory manually, from a call list, or from your corporate directory (see [Adding Contacts From the Corporate Directory](#) on page 39).

### Adding Contacts Manually

**To add a contact to the local contact directory manually:**

- 1 Press .
- 2 Select **Features > Contact Directory**.
- 3 Press the **More** soft key.
- 4 Press the **Add** soft key.

- 5 Enter first and/or last name of the contact from the keypad.  
 Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.  
 Use the **Encoding** soft key to access special characters in other languages.







- 6 Enter a contact number.  
 This is a required field and it must be unique (not already in the directory).
- 7 (Optional.) Change the Speed Dial Index.  
 It is automatically assigned to the next available index value. You may instead enter any unused speed dial number from 1 to 9999.  
 For more information, see [Managing Speed Dials](#) on page 40.
- 8 (Optional.) Change the Ring Type and Divert Contact.  
 These fields may be left blank.  
 For more information on setting the Ring Type field, see [Distinguishing Calls](#) on page 30.  
 For more information on diverting contacts, see [Diverting Calls](#) on page 31.

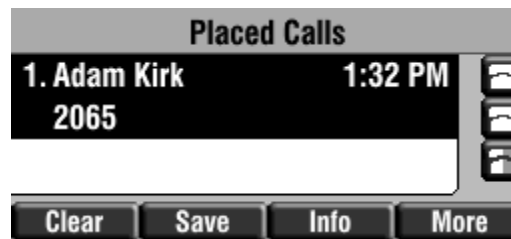


- 9 (Optional.) Change the Auto Reject, Auto Divert, Watch Buddy, and Block Buddy.  
 Scroll to switch between Enabled and Disabled settings.  
 For more information on setting the Auto Reject field, see [Rejecting Calls](#) on page 30. For more information on setting the Watch Buddy and Block Buddy fields, see [Managing Buddies](#) on page 56.
- 10 Press the **Save** soft key.

## Adding Contacts From Call Lists


### To add a contact to the local contact directory from a call list:

- 1 Do one of the following:
  - Press  .  
Select **Features** > **Call Lists** > **Missed Calls**, **Received Calls**, or **Placed Calls** as desired.
  - Press , , or  to access the desired call list.
- 2 Scroll to highlight the contact.  
You can also use the \* key to Page Up and the # key to Page Down.
- 3 Press the **More** soft key, and then the **Save** soft key to save the contact in the phone's directory.

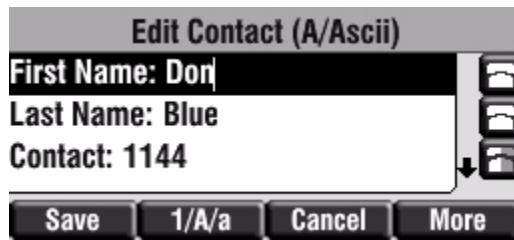


## Editing Contacts

### To edit a contact in the local contact directory:

- 1 Press  .
- 2 Select **Features** > **Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **Edit** soft key.

- 5 Edit the contact information.




- 6 Press the **Save** soft key.



You can quickly edit a contact associated with a speed dial key by pressing and holding the contact's speed dial key, and then performing steps 5 to 7.


## Deleting Contacts

**To delete a contact from the local contact directory:**

- 1 Press  .
- 2 Select **Features > Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **More** soft key and then press the **Delete** soft key.  
The contact is deleted from the directory.


## Placing Calls to Contacts

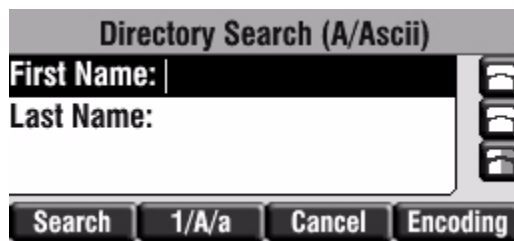
**To place a call to a contact in the local contact directory:**

- 1 Press  .
- 2 Select **Features > Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **Dial** soft key.

## Searching for Contacts

To search for a contact in the local contact directory:

- 1 Press .
- 2 Select **Features > Contact Directory**.
- 3 Press the **More** soft key, and then the **Search** soft key.
- 4 Using the dial pad, enter the first few characters of the contacts's first or last name.



- 5 Press the **Search** soft key again.


You can dial any successful matches from the resulting information on the screen.

## Using Your Corporate Directory

If your system administrator sets up your corporate directory on your phone, you may have read-only access to portions of your organization's Corporate Directory. You cannot update the contacts in your organization's Corporate Directory. Your system administrator determines which contacts you can see.

### Searching the Corporate Directory

To search for a contact in the corporate directory (if enabled):

- 1 Press .
- 2 Select **Features > Corporate Directory**.



You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. When you display the Corporate Directory again, the last person you viewed will display. If you searched for a person, the results of the last search you submitted will display. To enable this feature, press the **Menu** key, and then select **Settings > Basic > Preferences > Corporate Directory > View Persistency**. Select **Enabled**, press the **Select** soft key, and then press the **Menu** key to exit the menu.

3 Search for the contact in one of the following ways:

- In the search line, enter the first few characters of the contacts’ last name using the dial pad. For example, to search for Tom Woller, enter **wo** in the search line.



Press the **Submit** soft key. In this example, Tom Woller appears in the search results.



If no entries in the corporate directory match the search parameters, “No entries found.” appears.

- Press the **AdvFind** soft key, enter search values in the displayed fields. For example, enter **Woll** as the last name.






Press the **Submit** soft key. In this example, Tom Woller appears in the search results.



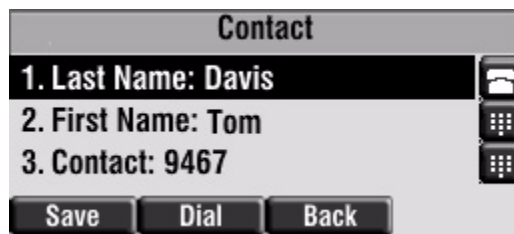
You can dial any successful matches from the resulting information on the graphic display.

## Adding Contacts From the Corporate Directory

To add a contact to your local contact directory from the corporate directory:

- 1 Press .
- 2 Select **Features > Corporate Directory**.
- 3 Search for the contact.  
See [Searching the Corporate Directory](#) on page 37.
- 4 Press the **View** soft key.

The contact's information displays on the screen.



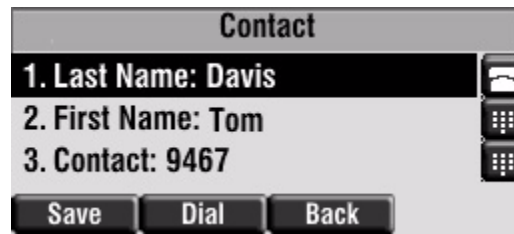
- 5 Press the **Save** soft key to save the contact in the local contact directory.  
The 'Entry saved' message appears on the screen. Only the first name, last name, and phone number are saved.

## Placing Calls From the Corporate Directory

To place a call to a contact in the corporate directory:

- 1 Press .

- 2 Select **Features > Corporate Directory**.
- 3 Search for the contact.  
See [Searching the Corporate Directory](#) on page 37.
- 4 Press the **View** soft key.  
The contact's information appears on the screen.



- 5 Press the **Dial** soft key.

## Managing Speed Dials

You can associate contacts with Line Keys for single touch dialing of frequently used numbers. Speed Dial entries are consecutively placed next to assigned Line Keys on the phone. When a new entry is added to the Contact Directory, it is automatically assigned the next available speed dial index and the next available line key.

In the figure below, the phone has one line key, and two available speed dial keys (assigned to Adam and Tom). To dial Adam or Tom, press the associated line key.



To quickly access a list of speed dial index numbers, press the **Up Arrow** key from the idle screen. To speed dial a contact, press the **Up Arrow** key followed by the contact's speed dial index. For example, if Joan's speed dial index is 55, pressing the **Up Arrow** key followed by **55** will place a call to Joan.

### To add or edit a speed dial index for an existing contact:

- 1 Press  .


- 2 Select **Features > Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **Edit** soft key.



- 5 Do one of the following:
  - Enter the next available speed dial index.
  - Delete the existing speed dial index by using the << soft key, and then enter a new speed dial index.

Valid speed dial index values are from 1 to 9999. If you enter an index that is invalid or already in use, you will receive an error message.
- 6 Press the **Save** soft key to save changes.

#### To assign a new speed dial key:

- 1 Press and hold an unassigned .  
A new empty entry in the contact directory is automatically opened allowing contact information to be added.
- 2 (Optional.) Enter contact information.  
Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.  
Use the **Encoding** soft key to access special characters in other languages.
- 3 Enter a contact number.  
The number must be unique (not already in the directory).
- 4 Change the Speed Dial Index field.  
The index can be any value between the next available index value and the maximum (value of 9999).



Polycom recommends that you assign speed dial index values consecutively. For example, if you assign the third Line Key to the speed dial index value “2”, assign the fourth Line Key to the speed dial index value “3”.

- 5 Press the **Save** soft key.

## Using Voice Mail



Voice mail is an optional feature configured on the call server and may not be supported on your particular system. For more information, contact your system administrator.

Screen options may vary with your application. Voice mail may be accessible with a single key press. Contact your system administrator about this option.

You can access voice mail messages from your phone. Your voice mail is saved in a centralized location.

Your phone indicates the presence of new voice mail messages by a flashing Message Waiting Indicator LED on the front of the phone and a visual notification on the screen. If your phone has multiple lines, an individual line indicator icon indicates voice mail messages on that line.

A stutter dial tone in place of normal dial tone indicates that one or more voice messages are waiting at the message center.

### To listen to voice messages:

- 1 Press  .

If multiple lines are configured on your phone, select the line to retrieve messages from.

- 2 Follow voice or visual prompts on the screen to retrieve your messages.

## Using Multiple and Shared Lines

Your system administrator can customize your phone so that you have more than one Line Key or that your one line appears on two Line Keys. Your phone can also share a line with another phone.

### Supporting Multiple Lines

Your SoundPoint IP 450 phone can support up to 3 lines.

Typically, the top-most Line Key is reserved for the principal directory number (DN) of the phone.

Depending on how your phone is configured, the display could resemble one of the following figures:



## Supporting Multiple Line Keys Per Line

Each line on the phone can be configured to have more than one Line Key associated with it. This enhances call visualization and simplifies call handling. If this is the case, the display could resemble the following figure:



Incoming calls to this line will be distributed evenly among the available Line Keys. Similarly, outgoing calls will be distributed.

The SoundPoint IP 450 combines the call appearances for multiple line keys into a single call list.

The line key that a call belongs to is indicated by the reverse colored icon.

## Supporting Multiple Call Appearances

When multiple call appearances is set up, you can see information for more than one call at one time. For example, if you have an active call, you can see information for an incoming call as well.

For example, the following figure shows an active call with Tom Davis on line 3163.





The following figure shows an incoming call from Adam Kirk on the same line.



**To answer an incoming call when configured for multiple call appearances:**

>> Do one of the following:

- Press  or the **Hold** soft key to place the original call on hold.
- Press  to access the new call.

Answer the incoming call.

This original call is placed on hold and the incoming call becomes the active call.

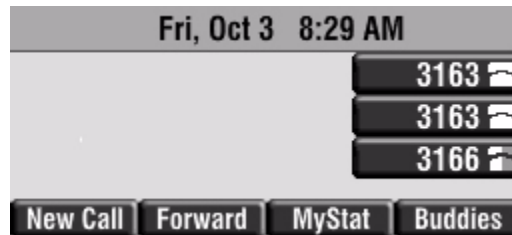


Your phone can display two call appearances at one time. If more than two calls are taking place on the same line, a counter displays on the display. Use the down arrow to access additional calls, or 'call appearances'.

To place an additional call on the same line, place the active call on hold, and then press the **New Call** soft key.

## Supporting Shared Lines

Your SoundPoint IP 450 phone supports shared lines. A shared line is indicated by a different line icon. In the following figure, the line 3163 is private and the line 3166 is shared.



If two phones share a line, an incoming call to that number will cause both phones to ring. The call can be answered on either phone but not both.

Calls on shared lines can be transferred, placed on hold, or added to a conference.



Shared lines are an optional feature and may not be supported on your particular system. For more information, contact your system administrator.



Call Forwarding is not available on shared lines.

Do Not Disturb (DND) on shared lines disables the ringing option only, the visual indication is still in place.

## Locking and Unlocking the Phone



Locking your phone is a feature that your system may not support. For more information, see your system administrator.

Your system administrator can set up your phone to automatically lock if it has remained idle for a certain period of time.

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer calls.
- Prevent people from viewing or modifying phone displays or information (for example, menus, directory lists, call records, and speed dial keys).

When your phone is locked:

- You can only make an outgoing call to a number from a list of configurable authorized numbers.
- You have to enter a password to answer incoming calls.
- All keys and soft keys are disabled, except those that allow you to unlock the phone, make an authorized call, or redial a number.

You unlock the phone by entering your user password. If your phone restarts for any reason while it is locked, it will be locked when the phone starts up again (unless your phone is configured to start up unlocked).

When your phone is locked, the 'This phone is locked' and 'Authorized calls only' messages scroll on the status bar. Messages that were displayed before the phone was locked do not display.

## About Your User Password


You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is 123. You can change your user password at any time.



To change your user password, you need administrator privileges. For more information, or if you forget your user password, see your system administrator.

By default, your user password is 123. Change your user password so it is unique to your phone.

### To change your user password:

- 1 Press  , then select **Settings > Advanced**.
- 2 From the Password screen, enter the administrator password and press the **Enter** soft key.
- 3 From the Advanced screen, select **Change User Password**.
- 4 From the Change User Password screen, enter your password information and press the **Enter** key.


## Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. If you set up your phone to allow incoming calls when it is locked (the default setting), incoming calls will ring on your phone, and you can answer



them by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone will not ring.

### To Lock your Phone:

- 1 Press  , then select **Settings > Basic > Lock Phone**.
- 2 From the Lock Phone screen, select how you want incoming calls handled when your phone is locked.
  - **Allow ringing when locked** - Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your user password.
  - **DND when locked** - Select this option if you do not want your phone to ring. You will not have the option to answer incoming calls. All incoming calls will go to voice mail (if enabled) and display in your Missed Calls list.

The default setting is Allow ringing when unlocked.



Enabling **DND when locked** on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer it.

- 3 Press the **Lock** soft key.  
Your phone is locked.



Your phone may be set up so that you can quickly lock your phone by pressing the **Lock** soft key from the idle screen. If you do this, however, you cannot choose how to handle incoming calls. Your phone will use the default setting (Allow ringing when locked), or the last setting you selected.

### To unlock your phone:

- 1 From the idle screen, press the **Unlock** soft key.
- 2 From the Unlock the Phone screen, enter your user password, and then press the **Enter** soft key.

For information on your user password, including what to do if you forget it, see [About Your User Password](#) on page 46.

The phone unlocks.

## Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number (for example, 911), and up to five authorized numbers that an administrator can set up. You cannot call any other numbers from a locked phone.

If you set up your phone so you can answer incoming calls when it is locked, you can answer calls by entering your user password.

### To call an authorized number from a locked phone:

>> Do one of the following:

- Press the **New Call** soft key. From the Place an Authorized Call screen, select the number you want to call, and then press the **Dial** soft key.

The following screen shows an example of the Place an Authorized Call screen.



- Place a call to an authorized number by using the handset, headset or speakerphone. For information on using the handset, headset or speakerphone to place a call, see [Placing Calls](#) on page 10.

The call is placed.

### To answer a call on a locked phone:

- 1 While the phone rings, press the **Answer** key.
- 2 From the Answer the Call screen, enter your password, and then press the **Enter** soft key.

(If you press the **Cancel** soft key instead, the Answer the Call screen disappears and the incoming call window displays again).

(For information on your user password, including what to do if your forget it, see [About Your User Password](#) on page 46).

The call connects.

## Logging Into Phones

If your system administrator has set up the User Login feature, you can view your personal phone settings from any phone in the organization. This means you can access your contact directory and speed dials, as well as other phone settings, even as you temporarily change work areas.

If you change any settings while you're logged in to a phone, the settings are saved and displayed the next time you log in to a phone. When you log out, your personal phone settings no longer display.

You can log in to a phone by entering your user ID and password. Default passwords are preset at the factory to the numerals 123.



If a phone is in the logged out state and requires a user login, you may be able to use the phone to place emergency calls to standard emergency numbers (such as 911) and other pre-configured phone numbers. These numbers are configured by your administrator. For information on how to place authorized calls, see ["Placing Calls from Phones that are in the Logged Out State"](#) on page 40.

If the User Login feature is set up on your organization's phones, you'll need to know how to:

- Log in to a phone to access your personal phone settings.
- Log out of a phone after you finish using it.
- Place a call to an authorized number from a phone that is in the logged out state and requires a user login.
- Change your user password.

## Logging In and Out of a Phone

Depending if the User Login feature is enabled and required, you may or may not have to log in to the phone to use it. However, if you want to see your personal phone settings from the phone, you'll have to log in. If you don't log in, you'll see the phone's default phone profile.

While logged in, you'll have full access to your personal phone settings and your contact directory. After you log out of the phone, you'll no longer be able to view this information on the phone.

After you use a phone, be certain to log out of the phone to prevent access to your personal settings.

### To log in to a phone:

- 1 If the User Login screen is in view, go to step 2. If the User Login screen isn't in view, do one of the following:
  - Press the **Log in** soft key.

- Press the **Menu** key, then select **Features > User Login > Log in**.

The User Login screen displays, as shown next.



- 2 Enter your user ID and user password, then press the **Log in** soft key.

If your login credentials are accepted, the phone updates to display your personal phone profile, and the home screen displays, as shown next.



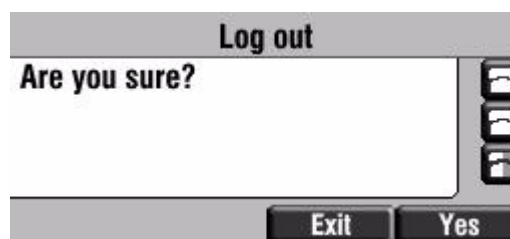
If you don't know what your user ID and password are, ask your system administrator. Default passwords are preset at the factory to the numerals 123. However, your system administrator may have changed this for security reasons.

If your credentials are not accepted, the message 'User login failed' is displayed, and the User Login screen displays again. If you need to confirm your credentials, ask your system administrator.

#### To log out of a phone:

- 1 From the home screen, do one of the following:
  - Press the **Log out** soft key.
  - Press the **Menu** key, then select **Features > User Login > Log out**.

The Logout screen displays with a confirmation message, as shown next.



- 2 Press the **Yes** soft key.

Your personal profile is no longer accessible, and the phone displays either the User Login screen for the next user login, or the default phone profile for anonymous users.

## Placing Calls from Phones that are in the Logged Out State

If a phone doesn't require a user login, you can use the phone to place calls to any number, even though the phone may be in the logged out state.

If a phone requires a user login, you may be able to place calls to authorized numbers when the phone is in the logged out state. If your system administrator has set up emergency numbers on the phone, you can place calls to the standard emergency number (for example, 911) and up to five other authorized numbers. You won't be able to call any other numbers until you log in to the phone.

### To place a call to an authorized number from a phone in the logged out state:

- 1 Press the **New Call** soft key.

The Place an Authorized Call screen displays, as shown next.



- 2 Select the number you want to call, then press the **Select** soft key or the **Dial** key.

The call is placed.

## Changing Your User Password

You can change your password from any phone that you're logged in to.



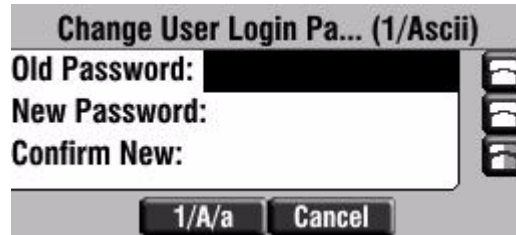
By default, user passwords are factory preset to the numerals 123. Your administrator can change this default password if needed. Polycom recommends that you change your password when you first log in to a phone. Your user ID is managed only by your administrator, meaning you cannot change it yourself.

### To change your user password:

- 1 Log in to any phone on your network.

- 2 From the home screen, press the **Menu** key, then select **Features > User Login > Change User Login Password**.

The Change User Login Password screen displays, as shown next.



- 3 Enter your old password and your new password twice, and then press the **Enter** soft key.

The 'User password changed' message displays. Your password is changed.

The next time you log in to a phone, you'll need to enter this password.

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# Using the Advanced Features of Your Phone

This chapter provides operating instructions for the advanced features of the Polycom® SoundPoint® IP 450 phone. The topics include:

- [Using Text Messaging](#)
- [Using Buddy Lists](#)
- [Broadcasting Messages Using Push-to-Talk and Group Paging](#)
- [Accessing Features with Your Login Credentials](#)
- [Updating Your Phone's Configuration](#)
- [Restarting Your Phone](#)

To customize your phone, refer to [Customizing Your Phone](#) on page 73. To read about the phone's basic features, refer to [Using the Basic Features of Your Phone](#) on page 9.

If you require additional information or assistance with your new phone, contact your system administrator.

## Using Text Messaging

You can send and receive text messages using your phone. Text messaging is supported in real-time. Your phone indicates text messages by a flashing Message Waiting Indicator LED on the front of the phone and, optionally, a visual notification on the screen.



The text messaging feature is an optional feature and may not be supported on your particular system. If it is supported, screen options may vary with your application. Text messaging may be accessible with a single key press. For more information, contact your system administrator.

### To read text messages:

1 Do one of the following steps:

- Press  .

Select **Instant Messages**.

- Press  .

Select **Features > Messages > Instant Messages**.

- Press the **InstMsg** soft key.

2 If multiple lines are configured on your phone, scroll to select the line to retrieve messages from.

The first message received displays last.

3 (Optional.) Do one of the following:

- Press the **Next** or **Prev** soft keys to cycle through messages in order.
- Press the **More** soft key to access the **Delete**, **Reply**, and **New** soft keys.

### To send a text message:

1 Do one of the following:

- Press  .

Select **Instant Messages**.

- Press  .

Select **Features > Messages > Instant Messages**.



Screen options may vary with your application. Text messaging may be accessible with a single key press. Contact your system administrator about this option.

2 If multiple lines are configured on your phone, scroll to select the line to retrieve messages from.

3 Press the **New** soft key.

4 Enter the number.

Use the **1/A/a** soft key to alternate between numeric and upper/lower case alphanumeric modes.





You can also enter the SIP URL or IP address. For more information on using a SIP URL or IP address, refer to the instructions for using the handset in [Placing Calls](#) on page 10.

- 5 Press the **Ok** soft key.
- 6 Do one of the following:
  - To choose from various pre-scripted short messages, press the **Select** soft key.
  - To compose a custom message, press the **Edit** soft key.  
Use dial pad keys to cycle through the character set. Use keys 1, \*, 0, and # to select special characters.
- 7 Press the **Send** soft key.

## Using Buddy Lists

A buddy list is a list of users/devices whose status or presence you can monitor. Users update their presence setting (for example, 'Be right back', 'Busy', or 'Out to lunch'), and you can view their status in real-time from your phone.


Your phone can watch the status of up to eight other phones or 48 buddies. These other phones form your buddy list. Your phone displays the status of your buddies in real time. Your phone can be watched by up to eight other phones.

If your phone is configured to work with Microsoft Live Communications Server 2005, the behavior of the presence setting and buddy lists is different. For more information, see [Integrating With Microsoft Live Communications Server 2005](#) on page 57.

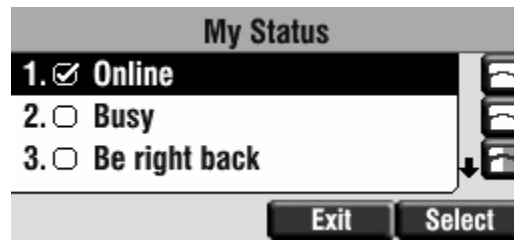
If your phone is configured to work with Microsoft Lync Server 2010, the behavior of the presence setting and buddy lists is different. For more information, see [Integrating With Microsoft Lync Server 2010](#) on page 58.

## Updating Your Presence Settings

**To view and change your presence settings:**

- 1 Do one of the following:
  - Press  .  
Select **Features > Presence > My Status**.

- Press the **MyStat** soft key.



- 2 Scroll through the list, and then press the **Select** soft key to select your new status.

The phones watching your status will now display your new status.

Presence information will also be sent to watching phones when you go off-hook or enable Do Not Disturb.

## Managing Buddies

Manage your buddies by selecting the contacts whose presence you want to monitor. These contacts form your buddy status list. You add contacts to your buddy status list from your contact directory.




If your call server is Microsoft Live Communications Server 2005, see [Integrating With Microsoft Live Communications Server 2005](#) on page 57.

If your call server is Microsoft Lync Server 2010, see [Integrating With Microsoft Lync Server 2010](#) on page 58.

### Updating Your Buddy List

Update your buddy status list by updating the contacts in your contact directory.

#### To add or delete a contact from your buddy list:

- 1 Press  .
- 2 Select **Features > Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **Edit** soft key.
- 5 Scroll to the Watch Buddy field.

- 6 Scroll to select Enabled.

When Watch Buddy is enabled, the contact is added to your buddy list.  
When Watch Buddy is disabled, the contact is removed from your buddy list.


The default for Watch Buddy is **Disabled**.

- 7 Press the **Save** soft key.

### Blocking and Unblocking Your Buddies

Block a contact in your contact directory if you don't want the contact to view your status. If you unblock a contact, the contact can add you to their buddy status list and view your status.

#### To block or unblock a contact from your buddy list:

- 1 Press  .
- 2 Select **Features > Contact Directory**.
- 3 Scroll to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
- 4 Press the **Edit** soft key.
- 5 Scroll down to the Block Buddy field.
- 6 Scroll to select Enabled.  
When Block Buddy is enabled, the contact cannot watch your phone.  
When Block Buddy is disabled, the contact can watch your phone.  
The default for Block Buddy is **Disabled**.
- 7 Press the **Save** soft key.

## Integrating With Microsoft Live Communications Server 2005


Your system administrator can configure your phone to work with Microsoft Live Communications Server 2005 and communicate with others using Microsoft Office Communicator and Windows Messenger. From your phone, you can invite, join, control, and monitor integrated multipoint audio and video conferences.

Any contact you add through your buddy list will appear as a contact in Microsoft Office Communicator and Windows Messenger. Any contact you add as a contact in Microsoft Office Communicator and Windows Messenger will appear in your buddy list.

To view and change your presence, refer to [Updating Your Presence Settings](#) on page 55.


For more information, contact your system administrator.

### To add a contact to your buddy list:

- 1 Press  .
- 2 Select **Features > Presence > Buddy Status**.
- 3 Press the **More** soft key.
- 4 Press the **Add** soft key.
- 5 Enter the number of the contact.
- 6 Press the **Submit** soft key.

You can also delete a contact or dial a contact from your buddy list.

### To view and change your privacy list:

- 1 Press  .
- 2 Select **Features > Presence > Buddy Status > Privacy List**.
- 3 Scroll through the list to find the contact.
- 4 Press the **Edit** soft key.
- 5 Scroll down to the Access field.
- 6 Scroll to enable or disable the Access field.

When Access is enabled, you allow the contact to see your presence. When Access is disabled, you prevent the contact from seeing your presence.

The default for Access is **Disabled**.

- 7 Press the **Save** soft key.

You can also delete a contact or dial a contact from your privacy list.

For more information on contacting buddies, refer to [Placing Calls](#) on page 10 or the Microsoft Office Communicator and Windows Messenger documentation.

## Integrating With Microsoft Lync Server 2010

Your system administrator can configure your phone to work with Microsoft Lync Server 2010 and communicate with others using Microsoft Lync. From your phone, you can invite, join, control, and monitor integrated multipoint audio and video conferences.

Any contacts added through your buddy status list will appear as a contact in Microsoft Lync. Any contacts added as a contact in Microsoft Lync will appear in your buddy status list.


To view and change your presence, see [Updating Your Presence Settings](#) on page 55. For more information on integrating with Microsoft Lync Server 2010, contact your system administrator.



Your login credentials will be set up by your system administrator so your phone is authorized to communicate with Microsoft Lync Server 2010. If you have any issues with your login credentials, see [Accessing Features with Your Login Credentials](#) on page 70.

## Adding Buddies

### To add a contact to your buddy list:


- 1 Do one of the following:
  - a Press , and select **Features > Presence > Buddy Status**.
  - b Press the **Buddies** soft key.
- 2 Do one of the following:
  - If the buddy list is empty, press the **Add** key.
  - If the buddy list is not empty, press the **More** soft key, and then the **Add** soft key.
- 3 Enter the desired contact name and press the **Submit** soft key.

You can also delete a contact from your buddy list.

To place a call to a buddy, see the next section, [Calling Your Buddies](#) or the Microsoft Lync documentation.

## Calling Your Buddies

### To place a call from your buddy list:

- 1 Do one of the following:
  - a Press , and select **Features > Presence > Buddy Status**.
  - b Select the **Buddies** soft key.
- 2 Scroll to desired buddy in the list.
- 3 Press the **Dial** soft key or lift the handset.

## Broadcasting Messages Using Push-to-Talk and Group Paging

The Group Paging and Push-to-Talk (PTT) features enable you to broadcast a message to as many people as have subscribed to a channel or have been placed in a group. Your system administrator can set up both features on your phone.

Group Paging mode enables you to broadcast a one-way announcement to people subscribed to a paging group. The people receiving the announcement can't respond to the message.

PTT mode enables you to broadcast a message to people subscribed to a channel. The people receiving the message can respond to the message by broadcasting a message over the same channel. In this way, PTT is a collaborative broadcast mode.

Your system administrator can define up to 25 Paging Groups (for Group Paging mode) or Channels (for PTT mode). Your system administrator may assign a label to each group or channel that easily identifies the phones in the group or channel (for example, All, HR Dept, Shipping Staff, or Executives). Each group or channel will have one of the following priorities:

**Normal** (for Groups/Channels 1-23) – Broadcasts sent to Groups/Channels 1 to 23 are considered Normal broadcasts. When a phone receives more than one Normal broadcast, the first broadcast received is accepted, and all others are ignored (not played and not stored). By default, all phones receive broadcasts sent to Group/Channel 1.

**Priority** (for Group/Channel 24) – Broadcasts sent to Group/Channel 24 are considered Priority broadcasts. All phones receive Priority broadcasts unless Do Not Disturb is enabled. If a phone receives a Priority broadcast while an Emergency broadcast is already playing, the Priority broadcast is placed on hold. Phones play Priority broadcasts at the phone's current audio level.

**Emergency** (for Group/Channel 25) – Broadcasts sent to Group/Channel 25 are considered Emergency broadcasts. All phones receive Emergency broadcasts (even if Do Not Disturb is enabled), and play them immediately. By default, phones play Emergency broadcasts at the highest audio level. The audio level will return to normal for subsequent non-Emergency broadcasts.

### Push-to-Talk Mode

Your phone may be enabled to operate in a broadcast mode called Push-to-Talk (PTT). In PTT mode, you broadcast messages on a specific channel. In order to send and receive PTT broadcasts on certain channels, you have to subscribe to those channels.

PTT broadcasts are collaborative: you can transmit messages and listen to replies.

## Sending and Receiving PTT Broadcasts

To send and receive PTT broadcasts, you need to subscribe to certain channels. By default, you're subscribed to Channels 1, 24 (the Priority channel), and 25 (the Emergency channel). This means that:

- You can send PTT broadcasts on Channels 1, 24, and 25.
- You'll receive PTT broadcasts sent on Channels 1, 24, and 25.

When you end a PTT broadcast, the channel remains open and enters a waiting period. This waiting period gives people who received the broadcast a chance to respond. If no one responds within the waiting period, the channel closes.

### Sending PTT Broadcasts

If you send a PTT broadcast without specifying a channel, it's automatically transmitted on the default channel. Channel 1 is the default channel that all broadcasts transmit on, if no channel is specified for a broadcast.

You can change your default channel to any channel you want (see [Updating the Default Channel](#) on page 64). If you change your default channel, you'll become subscribed to that channel automatically. To subscribe to a channel, see [Updating Channel Subscriptions](#) on page 65).

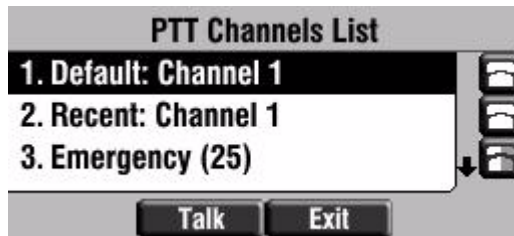
### To send a PTT broadcast:

- 1 Press the **Talk** soft key to select a channel to broadcast on.



To automatically send a PTT broadcast on the default channel, press and hold the **Talk** soft key, and then go to step 4.

- 2 From the PTT Channels List screen, select the channel to send the broadcast on (as shown next).



The list displays the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

In the above example, the default channel is **1**, the recent channel is **1**, and the Emergency channel is **25**.

- 3 To start the broadcast, press and hold the **Talk** soft key. (You need to press the **Talk** soft key throughout the entire broadcast.)

You'll hear a 'transmitting' beep, and then the phone displays the channel you are using ('To:Teachers (Channel 18)', as shown next).



- 4 Start talking.



If you release the **Talk** soft key while you're sending the broadcast, the broadcast temporarily stops and enters a 10 second 'Waiting' period. During this period, the channel remains open to give people a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding the **Talk** soft key. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

- 5 When you finish your broadcast, do one of the following:
  - Release the **Talk** soft key. The broadcast temporarily stops and enters a 10-second waiting period to allow others to reply, or you to resume the broadcast. If no one responds during a waiting period, the channel closes and the broadcast ends.
  - Press the **End PTT** soft key. The broadcast temporarily stops and enters a 10-second waiting period to allow others to reply. If there are no replies, the channel closes and the broadcast ends. After you tap the **End PTT** soft key, you can immediately initiate another broadcast on another channel, even if the previous broadcast is still in its waiting period.



## Receiving PTT Broadcasts

To receive a broadcast sent on a particular channel, you need to be subscribed to that channel. To subscribe to a channel, see [Updating Channel Subscriptions](#) on page 65.

How you receive a PTT broadcast depends on the broadcast priority, whether you're in an active call, or if you're allowed to receive broadcasts during active calls.

You'll receive broadcasts on the channels you're subscribed to as well as Channel 24 (the Priority channel) and Channel 25 (the Emergency channel). If you've enabled **Do Not Disturb** on your phone, you'll only receive Emergency broadcasts. Non-emergency broadcasts won't display or play on your phone.

When a broadcast ends, your phone emits an 'end of transmission' beep and enters a 10 second waiting period. During this period, you can respond to the broadcast (see [Replying to PTT Broadcasts](#) on page 63).

### Receiving PTT Broadcasts When You're Not in an Active Call

If you receive a broadcast and you're not in an active call, the broadcast displays in the center of your screen and immediately plays, regardless of the broadcast priority.

### Receiving PTT Broadcasts During Active Calls

How you handle a broadcast when you're in an active call depends on the broadcast priority and if you're allowed to receive a broadcast when you're in an active call.

If the broadcast isn't a Priority or Emergency page:

- If your phone is allowed to receive broadcasts during active calls, the broadcast displays in the inactive call group as an active broadcast (as shown next) and immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.
- If your phone isn't allowed to receive broadcasts during active calls, the broadcast displays in the inactive call group as a held broadcast, as shown next. To listen to the broadcast, hold or end the call or press the **Accept** soft key.

If it's a Priority or Emergency broadcast, the broadcast displays in the inactive call group as an active broadcast and immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

## Replying to PTT Broadcasts

When a broadcast ends, you have a chance to respond to it before the channel closes.

When a broadcast ends, the broadcast enters a 10 second waiting period (as shown next). During this period, the channel remains open to receive or send additional broadcasts.

During a waiting period, you can press and hold the **Talk** soft key and talk to all the people listening on the channel. When you finish talking, release the **Talk** soft key. The broadcast will enter another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place.

### Ending PTT Broadcasts

You can end a PTT broadcast by releasing the **Talk** soft key, or by tapping the **End PTT** soft key. After you end a broadcast, the channel remains open so others can respond.

If you release the **Talk** soft key without pressing the **End PTT** soft key:

- You can resume the broadcast by pressing and holding the **Talk** soft key (if the broadcast is in a wait period).
- You can't initiate another broadcast on another channel until the waiting period ends.

If you press the **End PTT** soft key:

- You can't resume the broadcast by pressing and holding the **Talk** soft key.
- You can immediately initiate another broadcast on another channel.

### Adjusting the Volume of PTT Broadcasts

You can adjust the volume of PTT broadcasts while they play. During a broadcast, press either **Volume Up** or **Volume Down** to raise or lower the volume of the broadcast.

If you adjust the volume of a non-emergency broadcast, your phone retains the adjusted volume for all subsequent non-emergency broadcasts. However, even though you can adjust the volume of an Emergency broadcast, the adjusted volume won't be retained for subsequent Emergency broadcasts. All Emergency broadcasts play at the same volume, until you adjust it.

### Changing Where Broadcasts are Played

While you send a broadcast, you can pick up the handset or press the **Speakerphone** or the **Headset** key and continue speaking. You can also press the **Microphone Mute** key to mute your audio so that the people receiving your broadcast won't hear anything. This behavior is similar to a phone call.


When you listen to a broadcast, you can pick up the handset or press **Speakerphone** or the **Headset** key and continue listening to the broadcast.

### Updating the Default Channel

If you don't select a channel to broadcast on, your broadcast will automatically transmit on the default channel, Channel 1. If you want, you can change the default channel.

The default channel is automatically used when you initiate a broadcast by pressing and holding the **Talk** soft key.


#### To update the default channel:

- 1 Press , then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.
- 2 Press the **Edit** soft key.
- 3 Enter the new default channel.
- 4 Press the **Ok** soft key.

#### Updating Channel Subscriptions

You can subscribe to any channel that has been enabled by the system administrator and appears in your channels list. When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

#### To subscribe to additional PTT channels:

- 1 Press , then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.
  - 2 From the PTT Channel Configuration screen, use the down arrow key to locate **Channels Subscriptions**, then press the **Select** soft key.
  - 3 From the Channels Subscriptions screen, use the down arrow key to select a channel to subscribe to, then press the **Edit** soft key.
  - 4 Use the left or right arrow keys to select **Yes**, then press the **Ok** soft key.
- By default, you're subscribed to Channels 1, 24, and 25.


#### Allowing PTT Broadcasts to Play During Active Calls

The Accept While Busy option allows PTT broadcasts to come in as active calls (if enabled) or held calls (if disabled).

If enabled, a PTT broadcast will interrupt telephone calls and you'll hear the audio of both the telephone call and the PTT broadcast. The party on the other end of the telephone call cannot hear the PTT broadcast unless that party has also enabled Accept While Busy.

If disabled, PTT broadcasts are held during an active call. To hear the broadcast, you have to resume the broadcast.

### To allow or disallow PTT broadcasts to play during an active call:

- 1 Press , then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.
- 2 From the PTT Channel Configuration screen, use the down arrow key to locate **Accept While Busy**, then press the **Select** soft key.
- 3 From the Accept While Busy screen, use the left or right arrow key to select **Enabled** or **Disabled**, then press the **Ok** soft key.

The default setting is **Disabled**. When enabled, your phone will accept and play broadcasts while you're in an active call. When disabled, your phone won't play broadcasts while you're in a call, but will hold them instead.

## Group Paging Mode

Your phone may be enabled to operate in a broadcast mode called Group Paging mode. In this mode, you broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

### Sending and Receiving Pages

To send and receive pages, you need to subscribe to certain Paging Groups. By default, you're subscribed to Paging Groups 1, 24, and 25. This means that:

- You can send pages to Paging Groups 1, 24, and 25.
- You'll receive pages sent to Paging Groups 1, 24, and 25.

### Sending Pages

By default, when you send a group page, it's automatically sent to Paging Group 1. This is your default paging group.

You can change your default paging group to any group you want (see [Updating the Default Paging Group](#) on page 69). If you change your default paging group, you'll become subscribed to that paging group automatically. To subscribe to a paging group, see [Updating Paging Group Subscriptions](#) on page 69.

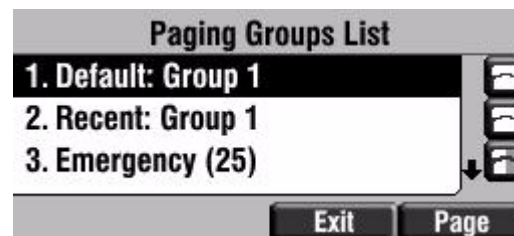
**To send a page:**

- 1 To send a page, press the **Paging** soft key.



To automatically send a page to the default paging group, press the **Paging** soft key.

- 2 From the Paging Groups List screen, select the paging group to send the page to (as shown next).



The list displays the default paging group, the most recent group you paged, and other paging group that you can page.

In the above example, the default paging group is **Group 1**, the recent paging group is **Group 1**, and the Emergency channel is **25**.

- 3 To start the page, press the **Page** soft key.

Just before the page starts, you'll hear an alert tone, and then the page starts (as shown next).



- 4 Start talking.
- 5 To end the page, press the **End Page** soft key.

**Receiving Pages**

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see [Updating Paging Group Subscriptions](#) on page 69.

How you receive a page depends on the priority of the page, whether you're in an active call, or if you're allowed to receive a page during an active call.

You'll receive pages on the paging groups you're subscribed to as well as Group 24 (Priority pages) and Group 25 (Emergency pages). If you enabled **Do Not Disturb**, you'll only receive Emergency pages. Non-emergency pages won't display or play on your phone.

### **Receiving Pages When You're Not in an Active Call**

If you receive a page and you're not in an active call, the page displays in the center of your screen and immediately plays, regardless of the paging priority.

While a page plays, you can:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

### **Receiving Pages During Active Calls**

How you handle a page when you're in an active call depends on the page priority and if you're allowed to receive a page when you're in an active call.

If the page isn't a Priority or Emergency page:

- If your phone is allowed to receive pages during active calls, the page displays in the inactive call group as an active page and immediately plays. You'll hear both the original call and the page. To hear only the page, hold or end the call.
- If your phone isn't allowed to receive pages during active calls, the page displays in the inactive call group as a held page.

To listen to the page, select the page appearance and press **Accept** soft key. The active call will be held.

If it's a Priority or Emergency page, the page displays in the inactive call group as an active page and immediately plays. You'll hear both the original call and the page. To hear just the page, hold or end the call.

### **Adjusting the Volume of Pages**

You can adjust the volume of pages while they play. During a page, press either **Volume Up** or **Volume Down** to raise or lower the page volume.

If you adjust the volume of a non-emergency page, your phone will use the adjusted volume for subsequent non-emergency pages. However, if you adjust the volume of an Emergency page, your phone won't use the adjusted volume for subsequent Emergency pages. All Emergency pages play at the same volume, until you adjust it.

## Changing Where Pages are Played

While you send a page, you can pick up the handset or press **Speakerphone** or the **Headset** key and continue speaking. You can also press the **Microphone Mute** key to mute your audio so that the people receiving your page won't hear anything. This behavior is similar to a phone call.

An incoming page plays from the speakerphone by default. If you lift the handset or press the **Headset** key, you'll hear a dial tone.




Your system administrator can change your phone's configuration so that you can change where the page plays: the speakerphone, headset, or handset.

## Updating the Default Paging Group

If you don't select a group to send your pages to, your page will automatically go to the default paging group, Group 1. If you want, you can change the default paging group.


### To update the default Paging Group:

- 1 Press , then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.
- 2 From the Group Paging Configuration screen, press the **Edit** soft key.  
The default paging group is 1.
- 3 Enter the number of the new default paging group, then press the **Ok** soft key.

## Updating Paging Group Subscriptions

By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent to these groups. You can change which groups you are subscribed to. However, you can't disable your subscriptions to Paging Groups 24 and 25.

### To update your Paging Group subscriptions:

- 1 Press , then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.
- 2 From the Group Paging Configuration screen, use the down arrow key to locate **Groups Subscriptions**, then press the **Select** soft key.

- 3 From the Group Subscription screen, use the down arrow key to select a group to subscribe to, then press the **Edit** soft key.

For example, you may want to enable subscriptions to Paging Group 6, so you'll be able to send pages to, and receive pages sent to, this group.

- 4 Use the left or right arrow keys to select **Yes**, then press the **Ok** soft key.

By default, you're subscribed to Channels 1, 24, and 25.


### Allowing Pages to Play During Active Calls

The Accept While Busy option allows pages to come in as active calls (if enabled) or held calls (if disabled).

If enabled, a page will interrupt telephone calls and you'll be able to hear the audio of both the telephone call and the page. The party on the other end of the telephone call cannot hear the page unless that party has also enabled Accept While Busy.

If disabled, pages are placed on hold during an active call. To hear the page, select the page, and then resume it.

#### To allow or disallow pages to play during an active call:

- 1 Press  , then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.
- 2 From the Group Paging Configuration screen, use the down arrow key to locate **Accept While Busy**, then press the **Edit** soft key.
- 3 From the Accept While Busy screen, use the left or right arrow key to select **Enabled** or **Disabled**, then press the **Ok** soft key.

The default setting is **Disabled**. When enabled, your phone will accept and play pages while you're in an active call. When disabled, your phone won't play pages while you're in a call, but will hold them instead.

## Accessing Features with Your Login Credentials

If your phone is set up to integrate with Microsoft Lync, your system administrator has assigned you login credentials—a domain, user name, and password—that your phone requires to access the feature.

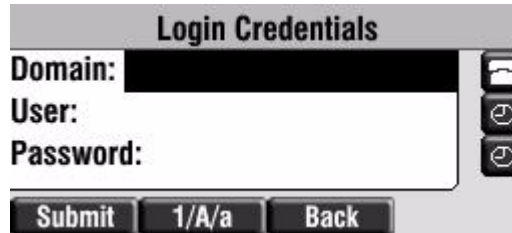
If there is a problem with your login credentials, you won't be able to access the feature on your phone. When your phone has incorrect login credentials, the message 'Login Credentials failed.' displays on the screen. You must re-submit your login credentials.



**To re-submit or enter your login credentials:**

- 1 Press , then select **Settings > Basic > Login Credentials**.

The Login Credentials Domain screen displays.



- 2 Enter the domain, user name, and password, then press the **Submit** soft key.

## Updating Your Phone's Configuration

Your phone can often accept a new configuration without requiring a restart.

**To update the phone's configuration:**


- 1 Press  .

- 2 Select **Settings > Basic > Update Configuration**.

The 'Are you sure?' messages displays on the screen.

- 3 If you still want to update the configuration, press the **Yes** soft key.

The configuration is updated. Your phone may restart, depending on the configuration parameters that have changed.

- 4 If the phone doesn't restart, press  to return to the home screen.

## Restarting Your Phone

In rare cases, your system administrator may ask you to restart your phone to assist in troubleshooting. It is sometimes possible to restore normal operation to a malfunctioning phone without restarting it. Your system administrator may want to perform diagnostics on the phone before restarting it, contact them before restarting the phone and losing current status information.




Contact your system administrator before attempting to restart your phone. You may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it.

If you want to update your phone's configuration, don't restart the phone. See [Updating Your Phone's Configuration](#) on page 71.

The call lists are automatically cleared when you restart the phone.

**To restart the phone:**

- 1 Press  .
- 2 Select **Settings > Basic > Restart Phone**.  
The 'Are you sure?' messages displays on the screen.
- 3 If you still want to restart your phone, press the **Yes** soft key.  
The restart process begins. The process ends when the idle screen appears.

---

# Customizing Your Phone

This chapter shows you how to customizing your Polycom® SoundPoint® IP 450 phone display by adjusting certain settings, such as time and date display, backlight intensity, and language.

The topics include:

- [Changing the Time and Date Display](#)
- [Changing the Backlight](#)
- [Changing the Ring Type](#)
- [Changing the Audible Ringer](#)
- [Changing the Language](#)
- [Changing the Background Picture](#)
- [Changing the Soft Key Label Color](#)
- [Muting the Microphone](#)
- [Adjusting the Volume](#)


## Changing the Time and Date Display

The time and date appears on the screen of the SoundPoint IP 450 phone. If the phone cannot obtain a time and date from the call server, the display will flash. Contact your system administrator if either the time or date is incorrect.

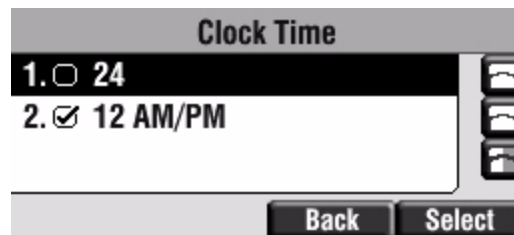
You can select from various formats for the time and date display. Select and set options that are right for you. You can also disable the time and date display, so the time and date do not display on the phone screen.



**To configure the time and date formats:**

- 1 Press .
- 2 Select **Settings > Basic > Preferences > Time & Date**.
- 3 Select from **Clock Date**, **Clock Time**, **Clock Order**, or **Enable/Disable**.
- 4 Scroll through the options under each of these selections.
- 5 Press the **Select** soft key to confirm your choice.

The following figure shows the Clock Time menu.



## Changing the Backlight

You can adjust your phone's backlight by doing the following:

- Changing the brightness of the backlight.
- Changing the backlight timeout.

## Changing the Backlight Brightness


Backlight intensity has three components:

- **Backlight On Intensity** – the brightness of the screen when you press a key, have an incoming call, end or hold a call, or a call is resumed by the another party. You can set a high, medium, or low level.
- **Backlight Idle Intensity** – the brightness of the screen after the phone has been idle for a certain number of seconds (as defined by the backlight timeout). You can set a high, medium, or low level.
- **Maximum Intensity** – the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the Low, Medium, and High values for the Backlight On Intensity and the Backlight Idle Intensity will decrease proportionally.

If you do not press any keys on the phone, after 20 seconds of the backlight turning on (the default backlight timeout), the backlight changes to the Backlight Idle Intensity. If one of the following phone events is taking place, the backlight changes to medium:

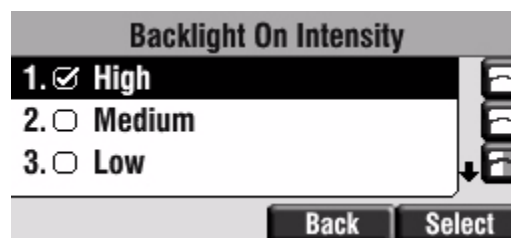
- A call is in progress
- A call is on hold
- There is an incoming call (ringing)
- There is an outgoing call (ringing back)
- Any menu shows on the display

#### To modify the backlight intensity:

- 1 Press .
- 2 Select **Settings > Basic > Backlight Intensity**.



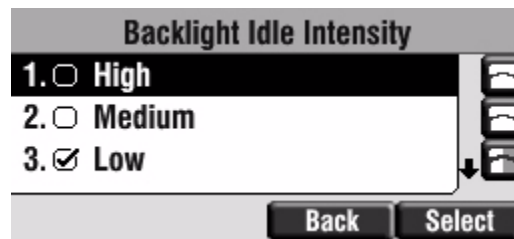
- 3 Select **Backlight On Intensity**.



- 4 Scroll to select high, medium, low, or off, and then press the **Select** soft key.

The default level is **High**.

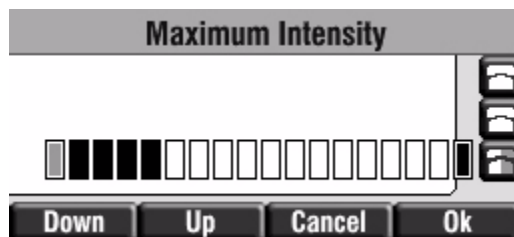
- 5 Press the **Save** soft key to accept your changes.
- 6 Select **Backlight Idle Intensity**.



- 7 Scroll to select high, medium, low, or off, and then press the **Select** soft key.

The default level is **Low**.

- 8 Press the **Save** soft key to accept your changes.
- 9 Select **Maximum Intensity**.



- 10 Press the **Up** or **Down** soft keys to increase or decrease the maximum backlight intensity. The other backlight intensities are shown relative to this value.
- 11 Press the **Ok** soft key.

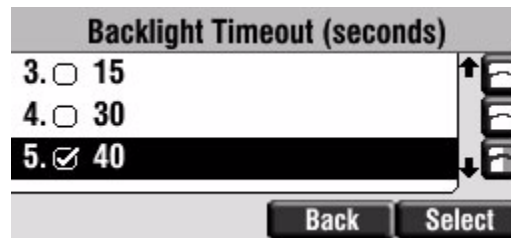
## Changing the Backlight Timeout

You can change the length of time your phone is idle before the backlight changes to the Backlight Idle Intensity.

### To change the backlight timeout:

- 1 Press  .

- 2 Select **Settings > Basic > Backlight Timeout**.



- 3 From the Backlight Timeout screen, scroll to the timeout you want, then press the **Select** soft key.

The default timeout is 40 seconds.

## Changing the Ring Type

You can select different ring types to distinguish different lines or phones from each other.

### To change the incoming ring type:

- 1 Press **Menu**.
- 2 Select **Settings > Basic > Ring Type**.
- 3 If multiple lines are configured on your phone, first select the line to change from the list using the arrow keys.
- 4 Scroll to select the desired ring type.

To hear the selected ring type, press the **Play** soft key.



- 5 Press the **Select** soft key to change to the selected ring type.



If you configure your SoundPoint IP 450 phone with a silent ring, press the flashing Line key or the **Answer** soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.

## Changing the Audible Ringer


The SoundPoint IP 450 phone can play the audible ringer of an incoming call through any of its alerting destinations: the speaker, the handset, the headset (if enabled), or the active destination.



If the **Active** destination is selected, the audible ringer is played through:

- The speaker, by default.
- The handset, if it is off-hook and the phone is idle.
- The headset, if it is connected and Headset Memory Mode is enabled (refer to [Changing the Ring Type](#) on page 77).

### To change the audible ringer:

- 1 Press  .
- 2 Select **Settings > Basic > Preferences > Audible Ringer**.
- 3 Scroll to select the desired ring destination.

Choose Speaker, Handset, Headset, or Active as the alerting destination for the audible ringer.




- 4 Press the **Select** soft key to change to the selected audible ringer.

## Changing the Language

The SoundPoint IP 450 phone supports many languages.

### To change the language:

- 1 Press  .
- 2 Select **Settings > Basic > Preferences > Language**.



- 3 Scroll to highlight the language you want.

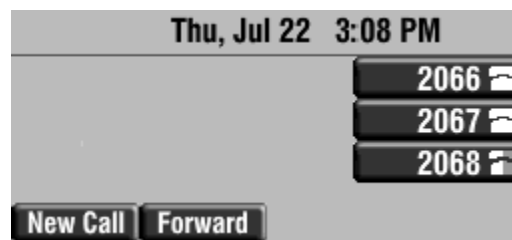


- 4 Press the **Select** soft key.

Text that appears on the screen will change to the language of your choice.

## Changing the Background Picture

You can change the picture or design that appears on the screen. A default background displays when the phone starts up (shown below). For more information on selections, contact your system administrator.



Updating the background picture is an optional feature and may not be supported on your particular system.

### To change the graphic background:

- 1 Press **Menu**.
- 2 Select **Settings > Basic > Preferences > Backgrounds**.



Under certain circumstances, you may need make an additional menu selection, **Select Background**, to actually select the background.

If your system administrator has configured the phone's idle browser and you want to view the background and not the idle browser, you can turn off the idle browser by doing the following:

- Select **Background > Prioritize Background**.
- Select **Enable** and press the **Select** soft key.

- 3 Scroll to highlight the background you want.



- 4 Press the **Select** soft key.


One of the background selections is shown below.

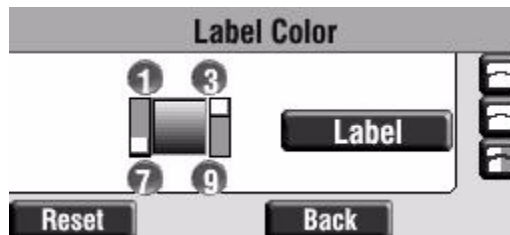


## Changing the Soft Key Label Color

You can change the soft key label color that appears on the graphic display. A default soft key label color displays when the phone starts up (shown below). For more information on selections, contact your system administrator.

**To change the soft key label color:**

- 1 Press  .
- 2 Select **Settings > Basic > Preferences > Label Color**.



Using the dialpad keys 1, 3, 7, and 9 change the soft key color to your desired color. The **Label** soft key on the right reflects your changes.



When the color of the label reaches a certain level of whiteness, “Cannot save this color. Text might be unreadable.” appears and you are unable to save your changes. This warning appears only the first time the color reaches that level.

- 1 Press the **Reset** soft key if you want to reset the color to the default color.  
Press the **Undo** soft key if you want to undo your last change.  
Press the **Save** soft key if you want to accept your changes.


## Muting the Microphone

During a call, press . The Message Waiting Indicator turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you.

Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press  again.

## Adjusting the Volume

Press  to adjust receiver volume during a call. Pressing these keys in the idle state adjusts the ringer volume.



To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, unless your system administrator changes this. Hands-free Speakerphone volume settings will be maintained across calls.



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# Troubleshooting Your Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use your Polycom® SoundPoint® IP 450 phone. The tables in this chapter list possible trouble symptoms, the likely causes of these problems, and the recommended corrective actions to take.

- [Power and Startup](#)
- [Controls](#)
- [Access to Screens and Systems](#)
- [Calling](#)
- [Displays](#)
- [Audio](#)
- [Productivity Suite](#)

To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware. For more information, see [Testing Phone Hardware](#) on page 90.

If you require additional assistance, contact your system administrator.

## Power and Startup

Symptom	Problem	Corrective Action
There are power issues.	The SoundPoint IP 450 phone has no power.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Verify that no lights appear on the phone when it is powered up.</li> <li>• Check if the phone is properly plugged into a functional AC outlet.</li> <li>• If using PoE, check that the ethernet cable is properly plugged into the phone and the outlet port. Contact your system administrator to ensure that you are using a powered port, enabled for PoE.</li> <li>• Make sure that the phone isn't plugged into a plug controlled by a light switch that is off.</li> <li>• If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead.</li> <li>• Try the phone in another room where the electricity is known to be working on a particular outlet.</li> <li>• If you are using POE, make sure the network switch is supplying power.</li> </ul>

## Controls

Symptom	Problem	Corrective Action
The dial pad does not work.	The dial pad on the SoundPoint IP 450 phone does not respond.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Check for a response from other feature keys or from the dial pad.</li> <li>• Place a call to the phone from a known working telephone. Check for display updates.</li> <li>• Check if the LAN port is active or inactive. Press the <b>Menu</b> key, and then select <b>Status &gt; Network &gt; Ethernet</b>. From the Ethernet page, scroll to the LAN port field and verify that it is active.</li> <li>• Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port connected to the telephone is operational (if not accessible, contact your system administrator).</li> </ul>

## Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The SoundPoint IP 450 phone is not in an active state.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Press the keys more slowly.</li> <li>• Check with your system administrator to see if the key has been mapped to a different function or is disabled.</li> <li>• Place a call to the phone to check that inbound call display and ringing is normal. If successful, try to press feature keys within the call to access the Main Menu, for example.</li> <li>• To confirm that the line is active, press the <b>Menu</b> key, and then select <b>Status &gt; Lines &gt; Line Information</b>. From the Line Information page, verify that your phone line is registered.</li> <li>• Contact your system administrator about restarting the phone to attempt re-registration to the call server.</li> </ul>
The screen shows “Network Link is Down”.	The LAN cable is not properly connected.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Check termination at the switch or hub (furthest end of the cable from the phone).</li> <li>• Check that the switch or hub is operational (flashing link/status lights) or contact your system administrator.</li> <li>• Check if the LAN port is active or inactive. Press the <b>Menu</b> key, and then select <b>Status &gt; Network &gt; Ethernet</b>. From the Ethernet page, scroll to the LAN port field and verify that it is active.</li> <li>• Contact your system administrator about restarting the phone to attempt re-registration to the call server.</li> </ul>



# Calling

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the SoundPoint IP 450 phone.	Do one of the following: <ul style="list-style-type: none"> <li>• Check that the screen is illuminated.</li> <li>• Make sure the LAN cable is inserted properly at the back of the phone (try unplugging and re-inserting the cable).</li> <li>• If using in-line powering, have your system administrator check that the switch is supplying power to the phone.</li> </ul>
	Dial tone is not present on one of the audio modes.	Do one of the following: <ul style="list-style-type: none"> <li>• Switch between Handset, Headset (if present) or Hands-Free Speakerphone to see if the dial tone is present for one of audio modes.</li> <li>• If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.</li> </ul>
	The phone is not registered.	Contact your system administrator.
The phone does not ring.	Ring setting or volume is low.	Do one of the following: <ul style="list-style-type: none"> <li>• Adjust the ringing level from the front panel using the volume up/down keys.</li> <li>• Check status of Handset, Headset (if connected), and Hands-Free Speakerphone.</li> </ul>
	Outbound or inbound calling is unsuccessful.	Do one of the following: <ul style="list-style-type: none"> <li>• Place a call to the phone under investigation. Check that the screen indicates incoming call information.</li> <li>• Lift the handset. Ensure the dial tone is present and place a call to another extension or number. Check that the screen changes in response.</li> </ul>

Symptom	Problem	Corrective Action
The phone does not ring (cont.)	You turned off the ringer.	Do one of the following: <ul style="list-style-type: none"><li>• During an incoming call, lift the handset, press the <b>Speakerphone</b> key, or press the <b>Headset</b> key to obtain a dial tone.</li><li>• Press the ringing Line Key or the <b>Answer</b> soft key to answer the call.</li></ul>
The 'Service Unavailable' displays on the screen.	The user pressed the New Call soft key, dialed a number with the handset on-hook, or attempted to make a call from the contact directory when the phone was not registered, or all available lines are in use.	Check with your system administrator to see when your phone will be registered.
The line icon shows an unregistered line icon.	The phone line is unregistered.	Contact your system administrator.

# Displays

Symptom	Problem	Corrective Action
<p>There is no display. The display is incorrect. The display has bad contrast.</p>	<p>Power is not correctly applied to the SoundPoint IP 450 phone.</p>	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Check that the screen is illuminated.</li> <li>• Make sure the LAN cable is inserted properly at the back of the phone (try unplugging and re-inserting the cable).</li> <li>• If using Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.</li> <li>• Use the screen capture feature. Contact your system administrator to determine if it is enabled.</li> </ul>
	<p>The contrast needs adjustment.</p>	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Refer to <a href="#">Changing the Backlight Brightness</a> on page 74.</li> <li>• Reboot the phone to obtain a default level of contrast.</li> <li>• Use the screen capture feature. Contact your system administrator to determine if it is enabled.</li> </ul>
	<p>Outbound or inbound calling is unsuccessful.</p>	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Place a call to the phone under investigation. Check that the screen indicates incoming call information.</li> <li>• Lift the handset. Ensure the dial tone is present and place a call to another extension or number. Check that the screen changes in response.</li> <li>• Use the screen capture feature. Contact your system administrator to determine if it is enabled.</li> </ul>
<p>The display flickers.</p>	<p>A certain type of older fluorescent lighting causes the display to appear to flicker.</p>	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Move the Polycom SoundPoint IP 450 User Guide 450 SIP phone away from the lights.</li> <li>• Replace the lights in your work environment.</li> <li>• Use the screen capture feature. Contact your system administrator to determine if it is enabled.</li> </ul>

## Audio

Symptom	Problem	Corrective Action
There is no audio on the headset.	The connections are not correct.	Do one of the following: <ul style="list-style-type: none"> <li>Ensure the headset is plugged into the jack marked Headset at the rear of the phone.</li> <li>Ensure the headset amplifier (if present) is turned on and/or the volume is correctly adjusted. If the amplifier uses batteries, check that they are fully charged.</li> </ul>
You are using a headset and the people you call hear echo.	There may be an issue with the echo cancellation feature of your headset.	Do the following: <ul style="list-style-type: none"> <li>Press the <b>Menu</b> key, then select <b>Settings &gt; Basic &gt; Preferences &gt; Headset &gt; Echo Cancellation</b>.</li> <li>Using the arrow keys, select <b>Enabled</b>, and then press the <b>Select</b> soft key.</li> <li>Contact your system administrator.</li> </ul>

## Productivity Suite

Symptom	Problem	Corrective Action
You are trying to access one of the following features, but it is not available on your phone: <ul style="list-style-type: none"> <li>Corporate Directory</li> <li>Recording and Playback of Audio Calls</li> <li>Managing Conferences</li> </ul>	The license is not installed on your phone or it has expired.	Do the following: <ul style="list-style-type: none"> <li>Press the <b>Menu</b> key, then select <b>Status &gt; Licenses</b>.</li> <li>Using the arrow keys, verify that the features that you want to use has a valid license.</li> <li>Contact your system administrator.</li> </ul>

## Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, and LCD display. See your system administrator for instructions on how to perform these tests.

**To test your phone hardware:**

>> Press , and then select **Status > Diagnostics > Test Hardware > Audio Diagnostics, Keypad Diagnostics, or Display Diagnostics.**

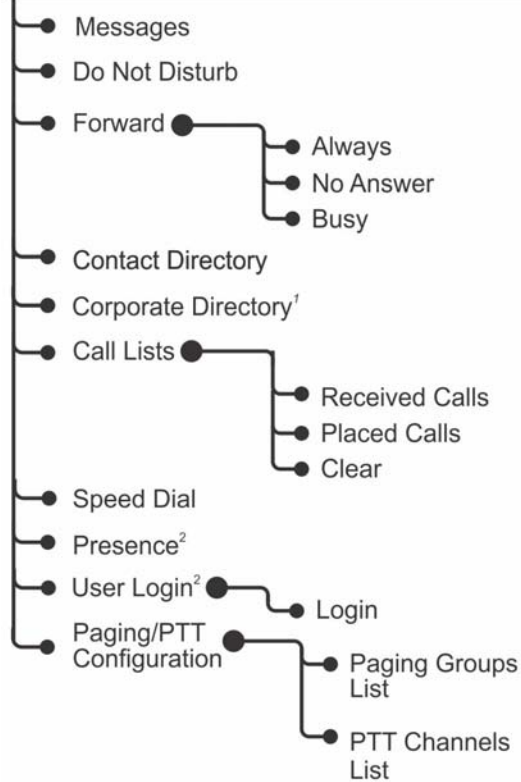


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# Polycom UC Software Menu System

## Features

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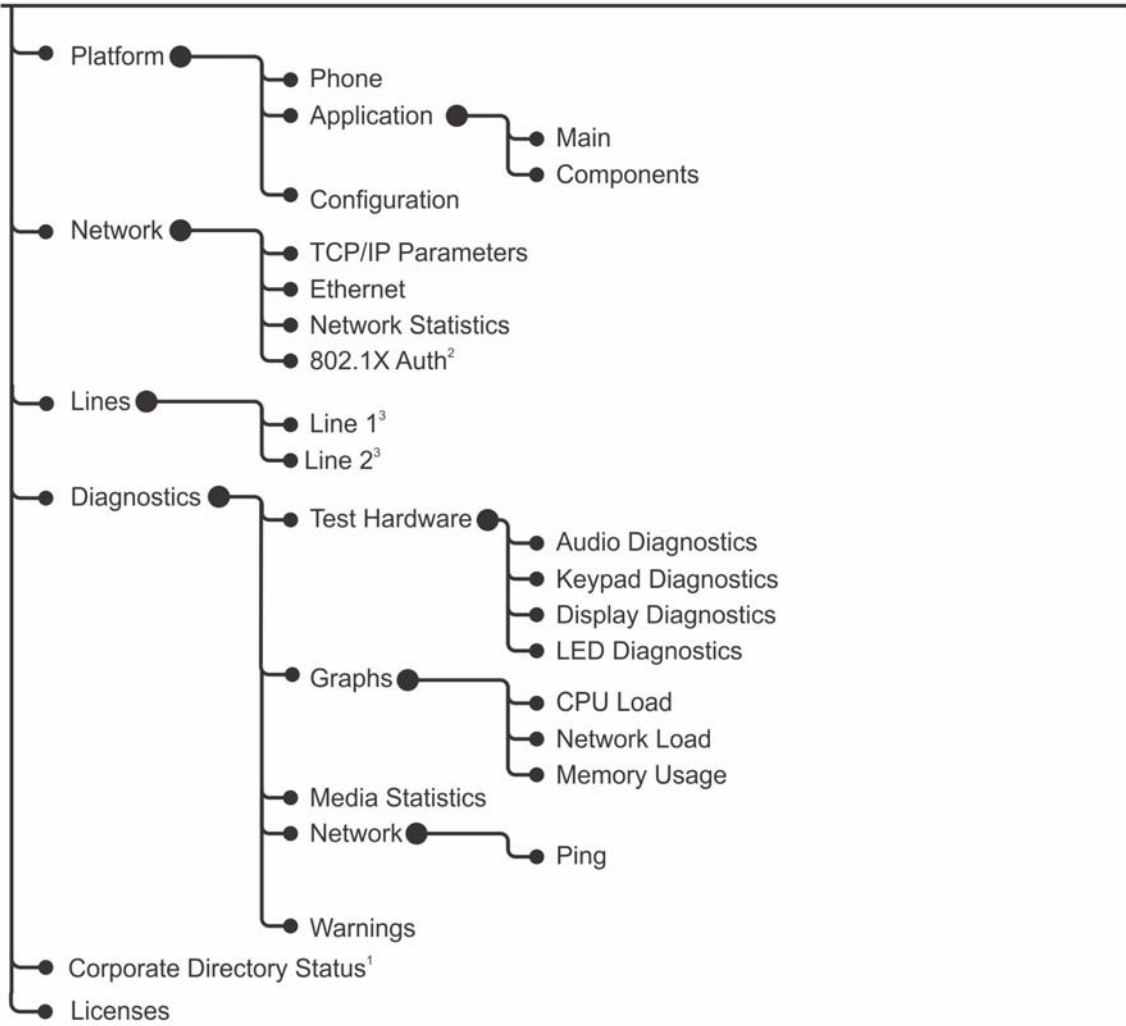


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<sup>1</sup> If enabled and licenses available.

<sup>2</sup> If enabled.

## Status



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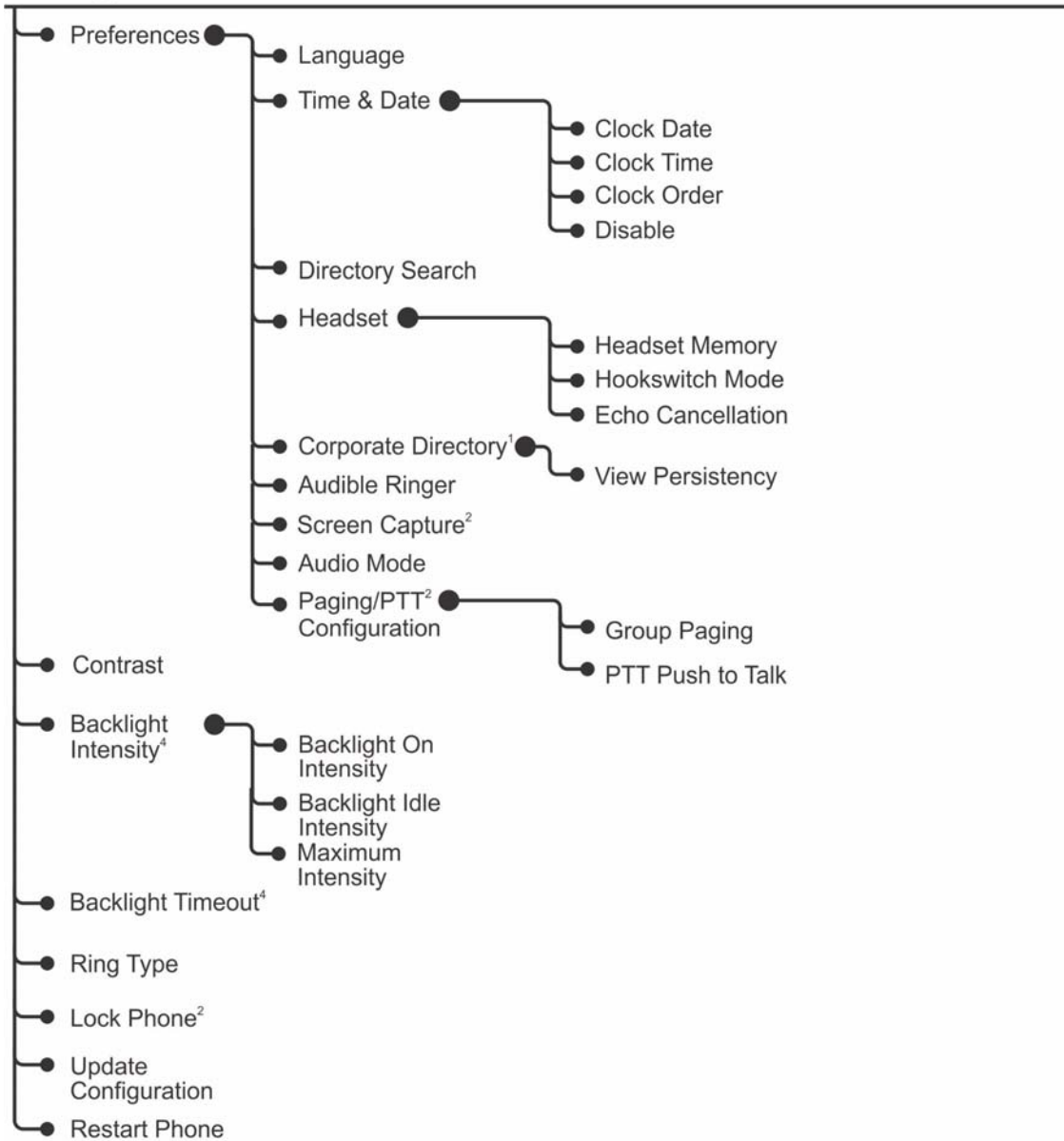
<sup>1</sup> If enabled and licenses available.

<sup>2</sup> If enabled.

<sup>3</sup> If applicable.



## Settings > Basic



<sup>1</sup> If enabled and license available.

<sup>2</sup> If enabled.

<sup>4</sup> Platform dependent.

**Messages<sup>5</sup>**

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**Applications<sup>5</sup>**

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<sup>5</sup> *Organization dependent.*

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# Safety Notices

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Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

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Polycom’s sole obligation under this express warranty is at Polycom’s option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom’s expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

### **Exclusions**

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom’s installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer’s control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

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## Safety and Compliance

### Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

### Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experience radio/TV technician for help.

### Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

### Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using PoE (Power over Ethernet), the equipment is to be connected only to PoE networks without connections to the outside plant.

### Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

### Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

**Safety and Compliance (continued)**

**CE and VCCI Mark**

This SoundPoint IP 450 SIP is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

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取扱説明書に従って正しい取り扱いをして下さい。

**WARNING Electrical Safety**

This product is rated 24Vdc, 0.5A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 24V, min. 500mA.

**Russian Compliance - SoundPoint IP 450**

Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. DoC # Д-СПД-2615, Expiry 27 October 2013.

### Safety and Compliance (continued)

#### **Polycom SoundPoint IP450 VoIP Telephone PTC 220/08/077**

#### **Special Conditions for the User Manual**

#### **PTC General Warning**

1. The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

#### **The Use of IP Networks through the PSTN**

2. Internet Protocol (IP) by its nature introduces delay into speech signals as each data packet is formulated and addressed. Telecom Access Standards recommends that suppliers, designers and installers using this technology for calls to or from the PSTN refer to ITU E Model requirements in the design of their networks. The overall aim is to minimise delay, distortion and other transmission impairments, particularly for those calls involving cellular and international networks, which already suffer extensive delay.

#### **The Use of Voice Compression through the PSTN**

3. Because of the extensive delay already experienced when calling cellular and international networks, some of which is already caused by their use of voice compression technologies. Telecom Access Standards will only approve G711 voice technology for use on the PSTN. G711 is an 'Instantaneous Speech encoding Technique' whereas G729 and all its variants are considered 'Near Instantaneous' introducing additional delay into the speech signal.

#### **Echo cancellation**

4. Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS to be required.

#### **Modification of this Polycom SoundPoint IP450 VoIP Telephone for the New Zealand network**

5. All samples of Polycom SoundPoint IP450 VoIP Telephones connected to the Telecom network shall be equipped with the following software Rev .5891. Equipped with this software batch the IP telephone is known to comply with PTC220 speech signal delay requirements. Failure to equip the telephone with this version of software when connected to a Telecom New Zealand network breaks the conditions of this Telepermit.

#### **Australia**

#### **WARNING ALL SOUNDPOINT IP PHONES**

With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2006:

You should be aware that, under certain operating conditions, the handset earpiece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.





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**10.1 Governing Law.** This Agreement shall be governed by the laws of the State of California, as such laws are applied to agreements entered into and to be performed entirely within California between California residents, and by the laws of the United States. The United Nations Convention on Contracts for the International Sale of Goods (1980) is hereby excluded in its entirety from application to this Agreement.

**10.2 General.** This Agreement represents the complete agreement concerning this license and may amended only by a writing executed by both parties. If any provision of this Agreement is held to be unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable.

**10.3 Contact.** If you have any questions concerning this Agreement, or if you desire to contact Polycom for any reason, please contact the Polycom office serving your country.

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